2014

SuperSalon

Touch Screen Salon Management Systems

SIMPLY **POWERFUL** SOFTWARE

SuperSalon Software User's Manual

ROGERS
SOFTWARE DEVELOPMENT

Sales & Management Software for the Salon & Spa Industry

SuperSalon

Version 5

Software User's Manual

SuperSalon Software User's Manual

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Introduction

SuperSalon Point of Sale System

Please accept our warmest thanks for choosing Rogers Software's SuperSalon Point of Sale System, the industry leader in point of sale (POS) systems for salons, spas, and cosmetology schools around the world!

Each release of our easy to use software reflects our ongoing committment to listening to every bit of feedback from you, our users, and the business owners whose investments have returned several times over after switching to SuperSalon. You will always be recognized as part of the creative force behind SuperSalon's development, and the real reason our system is the most user friendly and customizable POS currently on the market. We dedicate this 2014 release of our software manual to our clients, partners, and friends; the owners, managers, and stylists who use and depend on SuperSalon every day.

It's highly reccomended that you read through this manual in its entirety before attempting some of the more advanced functions of this amazing POS. Experienced users will find this 2014 edition of the manual to be mostly a refresher, but with important new updates in the areas of expanded services and new integrated card processing methods.

Unless otherwise indicated, all screenshots and images herein have been taken from a demo version of the **5.6.5** release of the SuperSalon Point of Sale. All visible client data used for demonstration purposes reflects a fictitious salon, and does not represent actual people, living or deceased.

Thank you again for allowing us the honor of helping you realize the goals you have for your salon, and know that we stand beside you every step of your journey.

Thank you,
The SuperSalon Team

Quick Reference

Checking in New Customers

1. **Search for the customer in the database:**
   a) From the sales screen select the New Ticket button on the bottom of the screen.
   b) The Customer Search screen will appear (Figure 1). Enter all or part of the customer's name or phone number into the Customer Search Field. The search results will appear. If the customer appears in the search results, go to step 3, if not, go to step 2 for instructions on adding them to the database.

2. **If your customer is not in the SuperSalon database, but you wish to add them to the database:**
   a) Select the Add New Customer button in the bottom left.
   b) The Customer Information screen will appear. Enter the First Name, Last Name, Phone Number, and then select the correct gender button. If there is a space between the first and last name in the Customer Search field, SuperSalon will automatically enter the customer's first and last name in the appropriate fields. SuperSalon also detects numbers and puts them into the phone field. You may also ask if they would like to be on your mailing list for specials. If so, enter their address information. You can also solicit other information such as

Tip: When performing a customer search, partial names or the last four digits of the phone number work well. To search for "Tanya Jones", typing "T Jones", "Tanya J", "Tanya", "Tan", "Tanya Jon", "1111", etc., would all be suitable to perform the search. Customer records, including family members sharing the same number or name will be displayed.

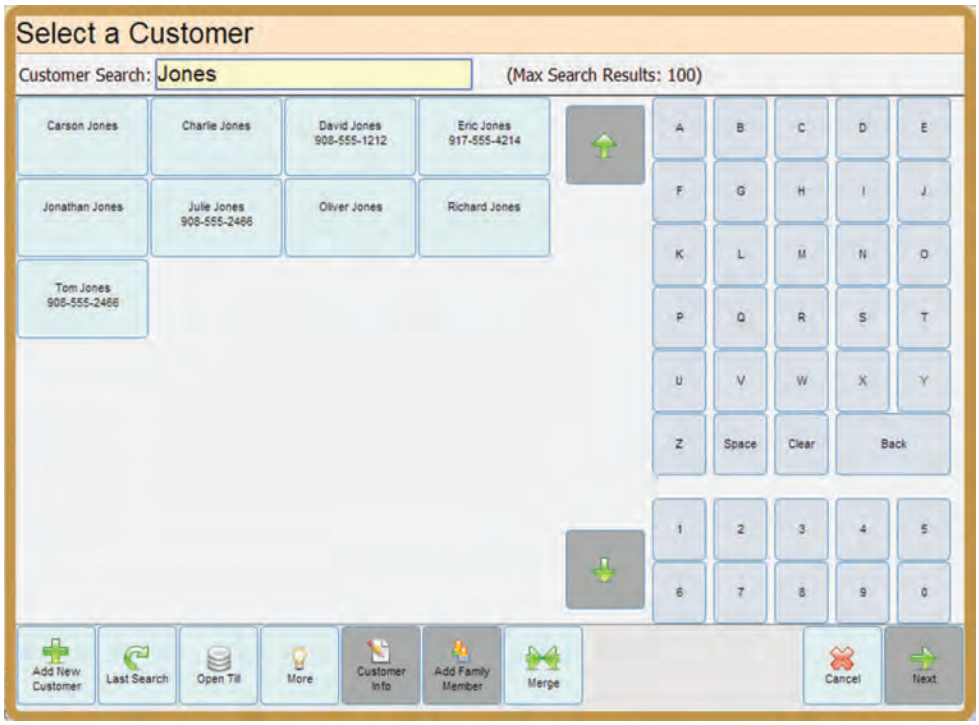


Figure 1 - Customer Lookup Screen

their birthday or e-mail address. Use the tab key to move from field to field, select the Save and use button to finish creating the new ticket.

c) On the New Ticket Options screen you can now select options such as New/Repeat customer, Age Category, Customer Source, Service Requested, Request an Employee, etc. SuperSalon can be set to auto select New Customers (Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking → Auto-Select New for Customers). If you do not select a service, it assumes a haircut for the purpose of wait time estimation.

d) You can now select the Wait button on the lower right of the Ticket Options screen to add this ticket to the wait list.

3. **If your customer is already in the SuperSalon database:**

a) Select the desired customer's name and their information will appear in the Customer Info Box on the right of the screen. To edit their record, select the Customer Info button (lower left) or select the Next button (lower right) to continue to the Ticket Options screen.

b) On the Ticket Options screen you can verify or choose options such as New/Repeat customer, Age Category, Customer Source, Service Requested, Stylist Requested, etc. SuperSalon can be set to auto select Repeat Customers (Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking → Auto-Select Repeat for Customers). If you do not select a service, it assumes a haircut for the purposes of wait time estimation.

c) You can now select the Wait button on the lower right of the New Ticket Options screen to add this ticket to the wait list.

4. **If a customer is not purchasing a service (Quick Sale):**

a) Customers who do not need to be placed into waiting or servicing and for whom you do not wish to track the customer information because they are simply buying products, gift certificates, gift cards, or only want a refund can be entered as a Quick Sale. Make a ticket for them using the Quick Sale button instead of the New Ticket button. You may still be asked to enter their demographic information if Quick Sale Demographics is enabled in the Software Settings (Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking → Tracking Options → Require Quick Sale Demographics). Your ticket will be placed directly into Check-Out, skipping Waiting and Servicing. If you would like to track the customer information you will still need to use the New Ticket button, then Customer Lookup, and then go to Check-Out.

Servicing Customers

1. **To Transfer a waiting customer into service:**
   a) On the ticket, select the Right Arrow button.
   b) Identify the employee taking the customer by selecting an employee's name. If the employee's name does not appear, please ensure the employee is clocked in and the Performs Services? box is checked in the employee record (Manager Tab → Employees → Employee → General Information).
   c) The employee can now take the customer for servicing.

Tip: Employees ready to take their next customer do not need to wait until the computer is free. Select the Service Next button even while another customer is checking out. Select your customer and SuperSalon will then revert back to the sale.

Checking-Out Customers

1. **To Check-Out a customer when services are completed:**
   a) When the employee is done servicing the customer, select the Check-Out button on the ticket (right green arrow). You will be taken to the Check-Out screen.
   b) If the service was not pre-selected and you know the service code, type it in the quick service/product code entry field at the top of the Check-Out screen. If the service code is not known, select the Services button from the Actions Menu and select a service from the list.
   c) Enter any products using the barcode scanner directly from the Check-Out screen; alternatively, you can also type the product code in the quick service/product entry field at the top of the Check-Out screen. If you do not know the product code or cannot scan the barcode, select the Products button from the Actions Menu and then browser for your selection by brand and category.
   d) To add discounts, select any applicable products and services you have already added to the ticket, then select the Discounts button from the Actions Menu and select a discount from the list. If you have a discount code, you can type it in the quick service/product code entry field at the top of the Check-Out screen.

Tip: There are four ways to add services and products at Check-Out.
- Fastest: If it's a common service - simply select it from the pre-populated list.
- Faster: If you know the product or service code enter it with the number keys and hit enter.
- Fast: Select the Products or Services button under the Actions Menu, then select the brand, category, and item.
- Search: Type in part of the name and hit enter.

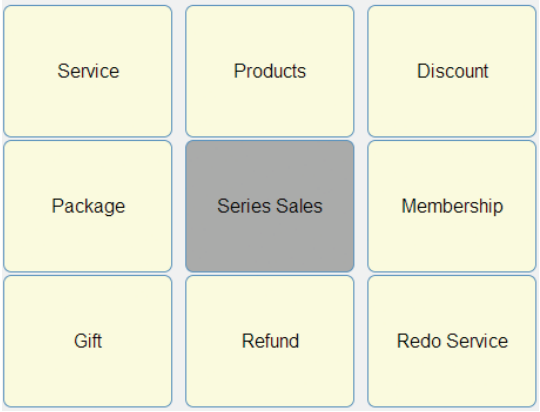


Figure 2 - Buttons of the Checkout Screen

e) If the most recently entered item is incorrect, undo it using the Remove button. To remove a specific line item, select it and then select the Remove button on the lower right hand side of the screen.
f) When you are done adding Services, Products and Discounts, select the Pay Now button.
g) If Skip receptionist selection screen is set to "No", you will be asked to identify who is entering this transaction. Select the name of the employee handling the transaction (Setup Tab → Software Settings Sales → Ticket & Sales Employee Lookup Screens → Skip receptionist selection screen).
h) Enter the amount they are paying and then select the payment type. The arrow keys on your keyboard can also be used to scroll through the payment types and the Enter key on your keyboard used to select. More than one payment type may be used.
i) For a check payment or a credit card sale with an external credit machine, include the tip left by the customer as part of their total payment. This is necessary to accurately track tips as well as insure there are no problems with Closeout at the end of the night.
j) For integrated credit card processing (PC-Charge, IP-Charge, Monetra, Heartland) or Gift Cards, enter the payment amount and select the card payment button. You will be prompted to swipe the card through the card reader. On the next screen you will be prompted for a tip amount. For no tip amount, enter "0" in the box and then select Process Transaction. You will have to confirm the amount.

Tip: If the top payment is set to default on the payment setup screen, you can simply hit enter after typing in the amount. This helps if a payment type such as cash is very common.

k) Select the Ring Out button.
l) For a check payment or a credit card sale with an external credit machine, include the tip left by the customer as part of their total payment. This is necessary to accurately track tips as well as insure there are no problems with Closeout at the end of the night.
m) For integrated credit card processing (PC-Charge, IP-Charge, Monetra, Heartland) or Gift Cards, enter the payment amount and select the card payment button. You will be prompted to swipe the card through the card reader. On the next screen you will be prompted for a tip amount. For no tip amount, enter "0" in the box and then select Process Transaction. You will have to confirm the amount.
n) Select the Ring Out button.

Multi-Tickets

1. **You can Check-Out families or other groups together. To pay for multiple tickets all tickets do not need to be completed, but you will need to know what services they will be getting so you know what to charge for.**
   a) If at least one ticket is ready for Check-Out, select Check-Out on the ticket. If all tickets are in the wait column, select one for prepayment by selecting the Edit button (Notepad icon). This will take the ticket back to the create ticket screen. Once there, select the Prepay button. This ticket will be sent directly to the Check-out screen.
   b) Now that one ticket is in the Check-Out screen, add the products and services that correspond to the ticket.
   c) Select the Add Ticket button from the Actions Menu.
   d) All of the tickets in Waiting and Servicing will be displayed. Select the ticket you would like to add. It will be added to the list of tickets for the current sale. On the left hand side of the Check-Out screen will be a list of current customer tickets with the active ticket being blue. Add the necessary products and services to the relevant ticket after confirming the right one is selected. This will ensure that the correct services and products are assigned to each customer and employee (for correct commissions). Once the transaction is completed, all tickets still in the Waiting or Service Columns will be stamped "Paid Multi-Ticket". The Check-Out button (right arrow) on the tickets in the service column will change to a flag. The flag indicates the ticket is paid and should be selected when the services have been completed.

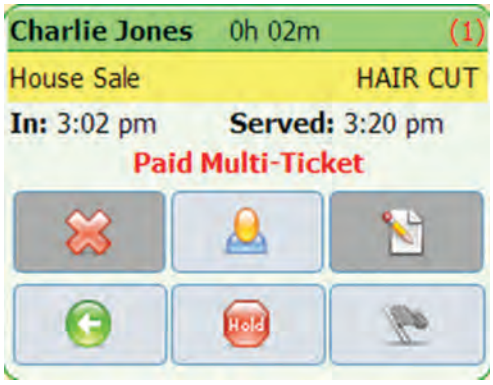


Figure 3 - Paid Mult-Ticket

Tip: If you have "Auto complete all tickets in a multi-ticket" set to "Yes", all tickets on the multi-ticket will complete and be removed from the Wait or Service column upon finishing check-out.

Refund/Redo

1. **To enter a refund or redo:**
   a) Refunds/Redoes for products or services can be made in conjunction with a regular sale or independently. Refunds/Redoes are entered on the Check-Out screen and can be added as a line item to a regular sale. For a refund-only transaction, go to the Check-Out screen using the Quick Sale button. This method will not assign the refund to a specific customer record, although basic tracking information can be recorded when "Quick Sale Demographics" is set to "Yes" (Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking → Tracking Options → Require Quick Sale Demographics).
   b) **Refund:** On the Check-Out screen select the Refund/Redo button and choose Refund. Then select a service or product by scanning or searching for the item using the search box at the top of the Check-Out screen. For discounted items, you will need to edit the default price to match the sale price. Select the green arrow next to the service or product to create a refund

line item. Select as many items as necessary. Select the Pay Now button. On the Additional Refund Information screen select the employee who originally received commission for the sale from the drop down menu and if a product, whether to put it back on the shelf. Complete the transaction as normal.

c) For refunds using integrated credit card processing, click the credit card payment type button and enter the amount of the refund as a negative number. Credit card transactions entered as a negative amount process as a credit (refund) to the card. For example: If the total amount to be refunded to a credit card is $10.00, the entry would be -10.00.

d) **Redo:** Create a ticket as normal for the customer, preselecting the service to be redone. At the Check-Out screen, select the Refund/Redo button. Choose Redo. Search for the service to be redone using the entry field at the top of the screen. Edit the price of the service as needed and select the green arrow. A negative amount will be added to the ticket to account for the Redo. Select the Pay Now button. On the Additional Redo Information screen select the employee who originally received commission for the sale from the drop down menu and select Pay Now. Complete the transaction as normal.

Miscellaneous

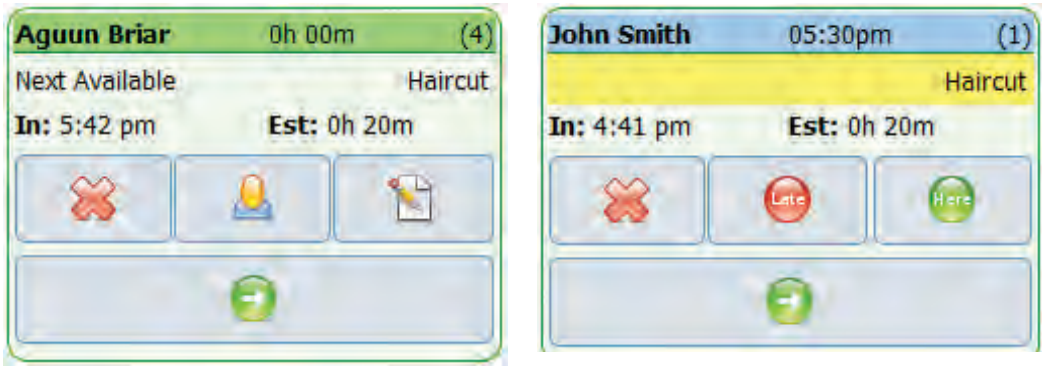


Figure 4 - Standard ticket & Call Ahead ticket

Tip: SuperSalon ticket types are color-coded. The color guide is located on the bottom left of the Wait/Serve screen. The Appointment screen color guide can be accessed by selecting the Help button.

1. **Ticket buttons:**
   a) **Void:** (Red X) Select to cancel a ticket. You will then need to select from a list of void reasons. Void reasons can be edited in Software Settings (Setup Tab → Software Settings Sales → Ticket & Sales → Void Reasons). This is used if a customer leaves without being serviced or if a ticket was accidentally made but not needed. Waiting tickets can be set to void automatically after a preset amount of time (Setup Tab → Software Settings → Sales → Tickets & Sales → Automatically void waiting tickets after).
   b) **Edit:** (Notepad) Tickets in the Wait list can be edited at any time. This is used to change customer information, request a different employee, pre-pay the ticket, select a different service, or print a legal release form.
   c) **Send Back:** (Green left arrow) Tickets that are in the Service List can be sent back to the Wait List. This is typically used when the wrong ticket is sent to service or if a child begins crying and wants to wait.

d) **Hold:** Tickets in the Service List can be Held. This tells **SuperSalon** that the service is completed but they are not ready to Check-Out yet. This is typically used when one family member is done, but waiting for the next to be completed, or if a customer needs to leave to get money.

e) **Late/Here:** If a ticket was created using the Call-Ahead option, the Late and Here buttons will appear. Select "Here" to keep a customer's place in line from the time they called. Select "Late" to send them to the back of the line.

2. **Amount Fields:** If the amount field in the setup area for Service, Products or Discounts is set to "0" or "variable", you will be prompted to enter an amount during Check-Out. This allows you to have items that accept variable pricing. For instance, you can charge $10 or $50 for a style depending on how long it took.

Figure 5 - Variable price amount screen

3. **Commission button:** During Check-Out you can reallocate commission to an employee other than the originally selected one. This might be used if one employee did the service and another sold the product or if the customer moved from one employee to another. Another example is where one employee did a service and a different employee performed another service. Sometimes one employee will do a haircut but another will do the color.

4. **Selling & Redeeming Gift Certificates:** In order to use the Gift Certificate system it must first be enabled and setup for your salon. For detailed instructions on the Gift Certificate system, see "Gift Certificate Payment Method" on page 18.

5. **Editing a sale that occurred today:** Select the Manager Tab, then the Search Sales button. Select the ticket you wish to edit and select the Edit Ticket button. The original ticket will be saved and voided. A replacement ticket will be placed in Check-Out. Make changes to the sales and payment as needed.

6. **Editing a sale from a prior day:** Select the Manager Tab, then the Search Sales button. Enter the date or dates in the start and end date fields. Select the Search button. Select the ticket you wish to edit and the Edit Ticket button. There is also an option to void the ticket completely.

7. **Setup Options:** Go to the Setup Tab, then select the Software Settings button. You can enable or disable many of **SuperSalon's** tracking options.

Tip: Redo the closeout after editing a ticket from a prior day.

Managing Inventory

1. **Adding inventory items to inventory & adjusting inventory levels:**
   a) You will need to create your Brand, Vendor, and Category lists under the Manager Tab first. Any products you add will require this information.
   b) Select the Manager Tab, Products, and then select the New Product button.
   c) Enter as much information as you wish. You will not be able to set inventory quantities on the New Product screen. From here it is possible to adjust the current inventory count as per the instructions in the next section.
   d) To adjust inventory levels on existing products go directly to the Inventory Manager screen. Enter a product code or scan the product. The product will be listed automatically. Select the Receive, Adjust In/Out or Transfer In/Out button. Select a description if needed, then enter a quantity and cost if needed (Adjustment descriptions can be edited by navigating to Setup Tab → Software Settings → System Inventory → Adjust Reasons). Then hit the Enter key on your keyboard (the ability to use your Enter key is enabled by navigating to Setup Tab → Software Settings → System Inventory → Inventory Manager → Enable [Enter] to Update Product). Verify the quantity is correct. Use a barcode scanner to enter barcodes directly when adding, updating, receiving, adjusting, searching, or etc.

Figure 6 - Inventory Manager

Close Out Procedures

1. **End of Day (and Mid-Day) closeout procedures:**
   a) Select the Manager Tab and select Close Out from the buttons on the left. The Close Out screen will be displayed.
   b) The left side of the Close Out screen contains a series of helpers to assist with counting payment methods. Select the button labeled Cash to open the cash helper.
   c) Count the bills and change from the till and enter the number of each denomination into the appropriate helper field. The helper will automatically calculate the total. If you have an opening till amount set (Setup Tab → Software Settings → Open & Close → Expected

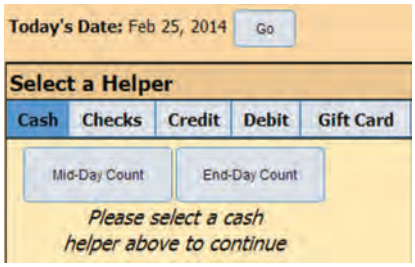


Figure 7 - Closeout Helper

Opening Till Amount), that amount will automatically be accounted for in the deposit summary, therefore it is not necessary to count this amount out separately, simply count the entire till.

d) Enter the total amount in the End-day Count in the Cash section.
e) Select the Checks helper button. The Checks helper will open displaying a list of received checks. Go through the list and account for each check by selecting the check mark next to the relevant check. The helper will calculate the total, type the amount displayed once all checks are accounted for in to the End-day Count section of the closeout.
f) Select the Credit helper button.
g) If you are using integrated credit card processing and have a terminal based processor, there will be Credit Card Settlement button. Select it to initiate the settlement for today's credit card batch. If you are Host, the cards are settled automatically with the processor and no additional steps are required on your part. If you are Terminal, you must select the Credit Card Settlement button every night, otherwise credit card sales will not be deposited into the salon's account.
h) Go through the credit card receipts from the till and place a check mark in the box next to the item in the helper.
i) The helper will automatically calculate the total for the checked items. Enter the total credit cards received into the appropriate credit payment in the End-day Count section.
j) Repeat this process for all payment types your system is set up for.
k) Enter any notes relating to the closeout count.
l) Select the Save/Close button when closeout is complete.

User's Guide

System Requirements

- Microsoft Windows XP (See Below) Windows 7 Professional or Ultimate operating system
- Minimum monitor resolution 1024 x 768
- Intel Pentium or AMD Athlon XP class CPU running at 2.6 gHz or better
- 1 GB RAM or greater
- 20 GB hard drive
- CD-ROM drive

Trademarks

- Microsoft and Windows are trademarks of Microsoft Corporation
- **SuperSalon** is a trademark of Rogers Software Development Inc.

Installation

- Insert the **SuperSalon** CD in your CD Rom drive. If the setup program does not start automatically, click the Start button and select RUN. Click the Browser button and browse to the CD drive. Select SETUP and click enter.
- Follow the directions shown.
- **SuperSalon** is then added to your desktop. Simply click the **SuperSalon** icon to start the program. **SuperSalon** will need to be registered before it can be used, however, you can register it as a demo version to try it free for 30 days. Just click the Setup tab → Owner Password → First Time Setup and type "demo" into the Registration Key field.
- If you purchased **SuperSalon**, call support at 888-458-1001 to receive your Registration Key. Please have your Software Key handy before making this call.
- Start playing with the provided sample data.

Tip: As of Q2 2014, Microsoft's support of Windows XP will cease, and it will no longer be recommended, or supported when used as the operating system of a PC running **SuperSalon**.

Navigating SuperSalon

SuperSalon is designed to adapt to a variety of salon environments; walk-in, appointment, school, spa, retail and hybrid. When set up properly, only the screens and functions relevant to your concept should be enabled. For this reason, please study all the setup options carefully. Many functions in SuperSalon may be enabled or disabled. For a walk-in salon, the Sales Tab will consist of a Wait/Serve screen that flows to the Check-Out and Payments screens. If the customer database is enabled, the flow starts with the customer lookup screen. For appointment based salons, the Wait/Serve screen is replaced with the Appointment calendar. SuperSalon is designed for maximum efficiency with a touch screen.

You can feel free to select a tab anytime without concern for your current sales data. When you leave the sales screen and then return, SuperSalon saves your place.

Tip: If you are in the middle of a sale you can change the screen to check in or serve customers, or to allow an employee to use the time clock. When you return to the sales screen, you will return to the place where you left off in the sale. This keeps employees from waiting around while a customer is checking out.

Throughout the SuperSalon program you will notice a "lock" in the upper right corner. If Authentication is enabled and a user has been inactive for more than a configurable (per-machine) interval of time (see fig), the lock icon "closes" and the user must authenticate again to log back in to the system (Setup Tab → Local Settings → Authentication Timeout). The user may select the icon to show who is currently authenticated in the system, and to log out the current user.

Buttons and Hot Keys

SuperSalon is designed to use touch screens, but also functions with a mouse, shortcut keys and function keys. Keyboard shortcuts are indicated by bold color letters on the buttons. For instance, pressing the "N" key on your keyboard opens the New Ticket screen.

Figure 8 - Navigation buttons with "Shortcut Keys" in bold red (bottom of most screens)

Buttons Found in SuperSalon

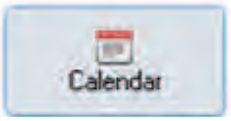
Below are some examples of buttons and icons used to navigate and operate SuperSalon. Functionality will vary slightly from screen to screen, but the basic function will remain consistent.

Some screens use a plus sign to open or a circle with a X to close. Action buttons typically have icons or arrows. Arrows move you forward or backward throughout the program, or between different columns. They can also move tickets to servicing or Check-Out.

Open and Close.

Navigate backward and forward through various screens.

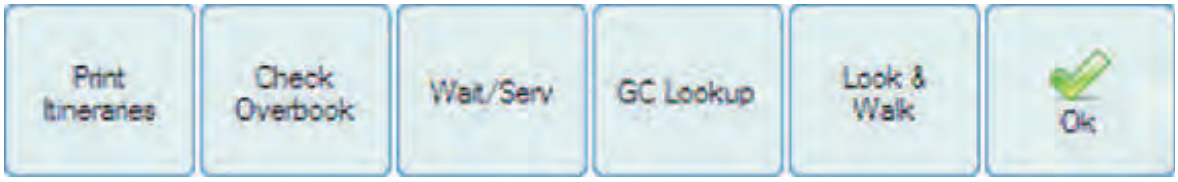
Displays the help screen.



Displays the calendar for appointments.

Displays the current day's appointments.

Edit customer information or create notes.



The Options screen on the Appointment tab brings up a menu with other buttons to Print Itineraries, Check Overbook, view who is Waiting or in Service, Gift Card Lookup, and add Look & Walks.

Select the More button on the Wait/Servicing screen to conduct price checks, view today's sales, next stylist, and online tickets.

Select the Price Check button to enter or scan a product for price checks.

Select Today's Sales button to view today's ticket statistics and commissionable employee sales.

Use the Next Stylist button to view and select the next available stylists.

Cues the receipt printer to print any current, preset questionniares established by the salon.

Close the relevant screen.

The Tabs

Select the tabs at the top of the screen to navigate between the different areas of SuperSalon. Some menus located under tabs such as Setup may be password protected to limit access to certain employees.

Each time you select a tab, it resets the screen. For instance, if two employees wish to clock in, the first employee selects the Time Clock tab and clocks in and then the next employee selects the Time Clock tab again to reset the screen so he cans elect his name to clock in. Feel free to select a tab anytime without concern for your current sale data. When you leave the sales screen and then return, SuperSalon saves your place.

Figure 9 - Navigation Tabs (Top of Screens)

Tip: The tabs help you navigate SuperSalon. You can always find your way back to Sales or Appointments or other work areas by using the tabs at the top of your screen.

If the screen you are trying to access is password protected, select your name, enter your password and click the Log In button or press the Enter key on the keyboard. You may wish to disable the permission controls while you are setting up and learning the program (Setup Tab → Permissions). See page 104 for permission instructions.

The Setup Tab

Customizing SuperSalon for Your Salon

The Setup Tab includes all of the initial setup options to customize SuperSalon for your business. Most of these options only need to be set once. If the entire system was purchased from Rogers Software, many of these options may have already been configured prior to shipping the computer to your location.

Payment Methods

Setup Tab → Payment Methods → General

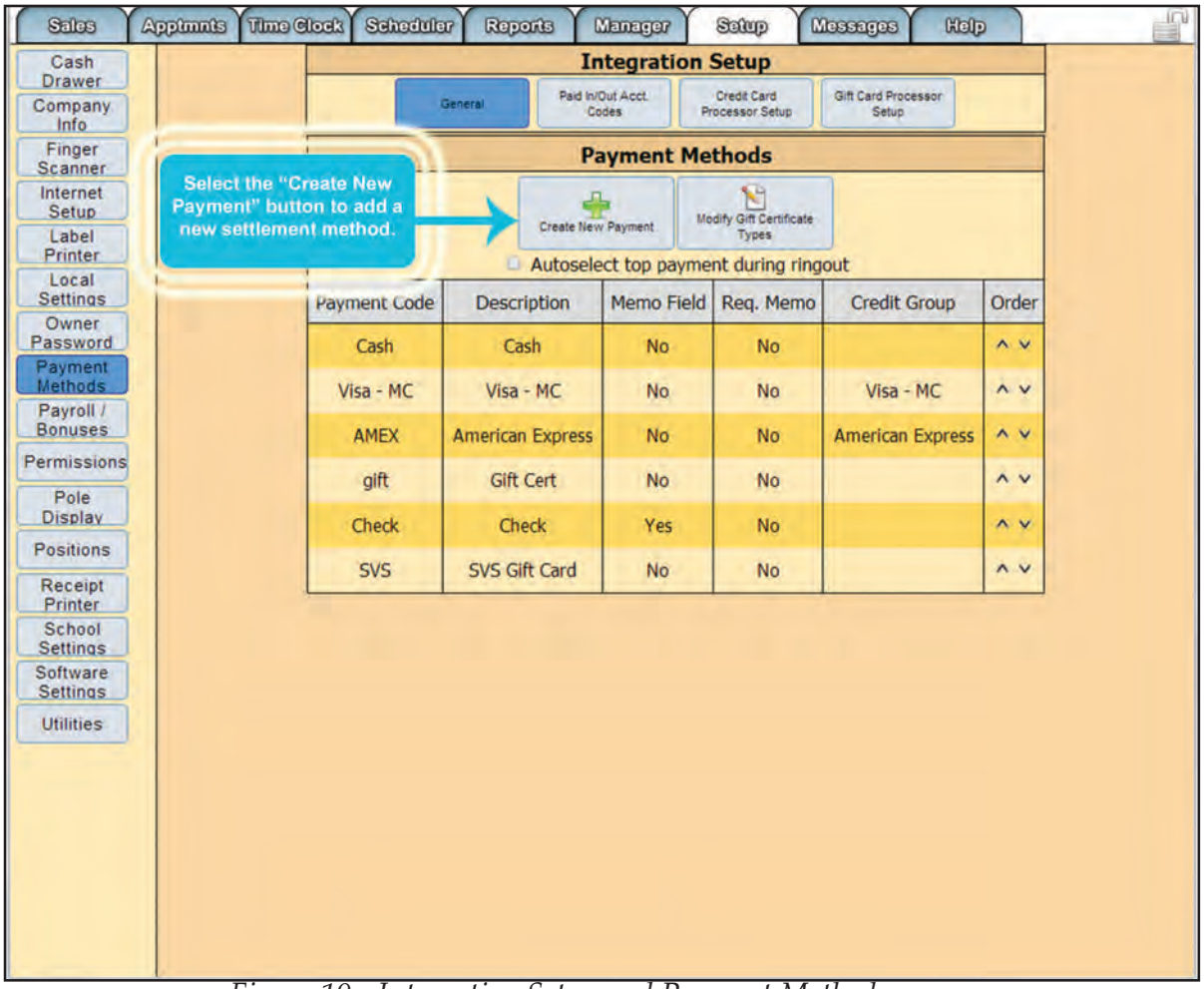


Figure 10 - Integration Setup and Payment Methods screen

The payment method's screen allows you to define the types of payments your salon accepts from customers. These will typically include cash, checks, credit cards, gift certificates and gift cards.

Creating a New Payment Method

Setup Tab → Payment Methods → Create a New Payment

Select the Create New Payment button to add a payment method. When you create a new payment it is added to the list.

Figure 11 - Creating or editing a payment type

You can sort the payment methods by using the up and down arrows in the order column so that those most commonly used are at the top. They will be sorted this way on the Payment screen also. Select a payment method in the table to edit or delete it. The "Autoselect top payment during ringout" check box will automatically highlight the top payment. When a customer pays with this payment type, you do not need to select the payment. Simply hit the enter key to ring out. This saves time if your customers often pay with a particular payment method, such as cash.

When you enter payment types you will notice that you can include or require a memo, and for credit, assign to a group. When "Include Memo" is checked, it allows you to add a memo when accepting payment. This is good for check numbers. In order for the memo to be effective, please make sure "Show Memo on Receipt" is checked. The group field allows you to include the payment method in a group. Groups show up totaled together in reports and the closeout screen. If your bank statement shows Visa and MasterCard together you may want to group these together, for instance as Credit 1.

Tip: Coupons will usually be entered into the system as a discount. There is no need to create a separate payment method for accepting them.

Gift Certificate Payment Method

A Gift Certificate is a special payment method. Gift Certificates can be enabled or disabled under Software Settings (Setup Tab → Software Settings → Marketing Loyalty & Gift → Enable Gift Certificate System).

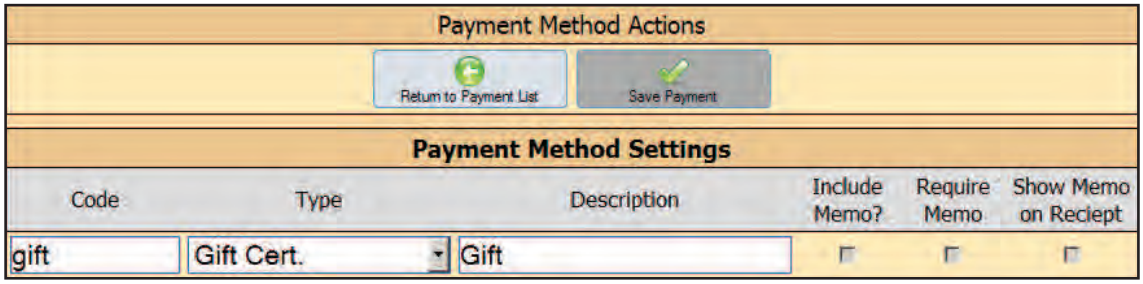


Figure 12 - The Gift Certificate payment when enabled

Figure 13 - Gift Certificate Types screen

Gift Certificate Types can be created by selecting the Modify Gift Certificate Types button on the Payment Methods main screen (Setup Tab → Payment Methods → Modify Gift Certificate Types).

Figure 14 - Gift certificate selection at Check-Out

Save and Select the Back button to return to the Payment methods screen.

The Gift Certificate Type created will not appear in the list of payment types. It will be available at Check-Out when a Gift Certificate is chosen for a sale.

Tip: The Gift Certificate system is not intended for Gift Cards. These are configured under the Gift Card Payment Methods outlined in the next section of this manual.

Gift Card Payment Method

Setup Tab → Payment Methods → Create a New Payment

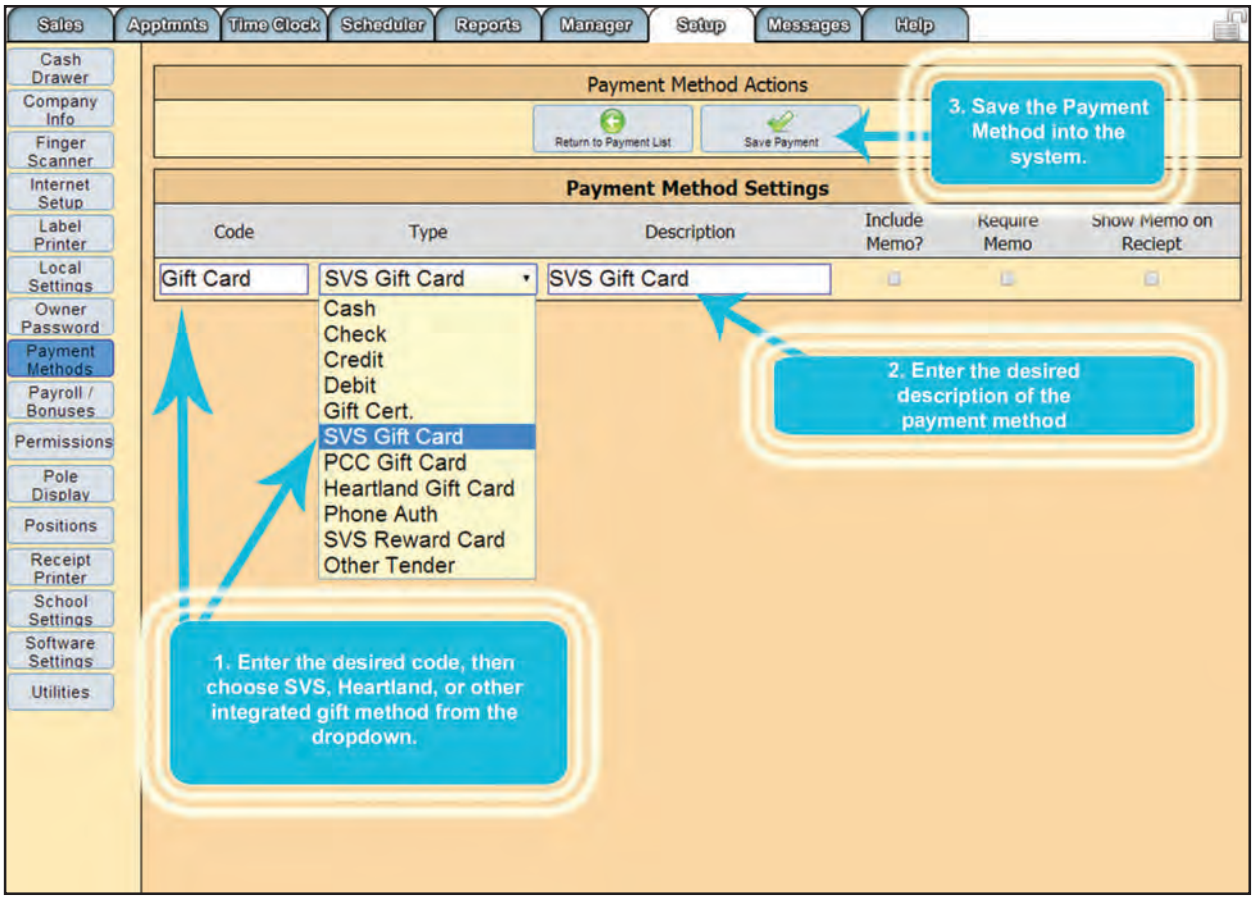


Figure 15 - Creating the Gift Card payment method

On the Payment Method Actions screen enter a Code for the Gift Card payment method, select "SVS Gift Card" or other solution from the drop down menu under "Type" and then enter a description. Be sure to save when complete. The use of gift cards also requires entering information under the PC Charge, SVS, Heartland, or Monetra buttons. Please contact **SuperSalon** technical support for help with this (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

Phone Auth Payment Method

Setup Tab → Payment Methods → Create a New Payment

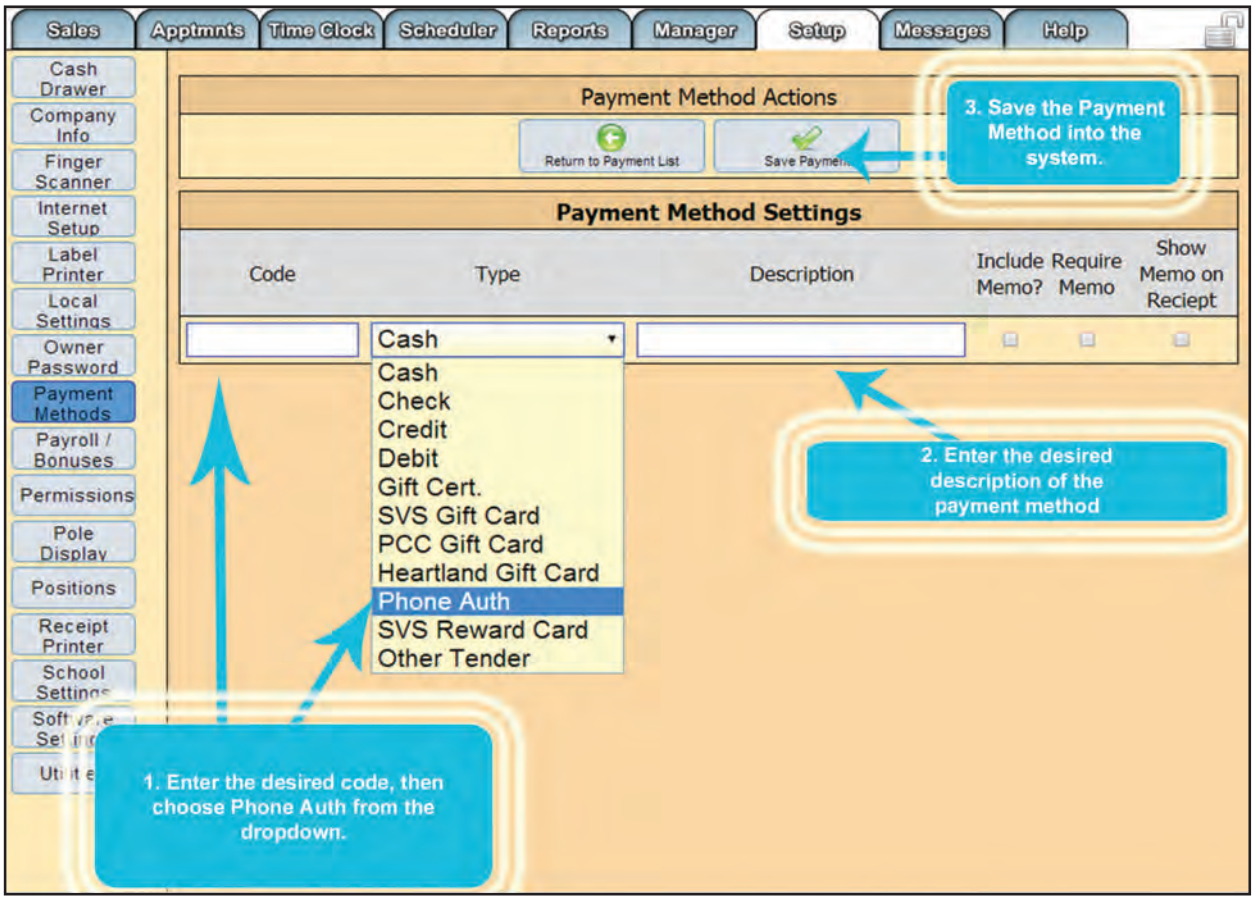


Figure 16 - Creating the Phone Auth payment method

From the Payment Method Settings screen enter a Code for the Phone Auth payment method and then select "Phone Auth" from the drop down menu under "Type". Enter a description and choose whether to include and/or require a memo. Be sure to save when complete.

This is used after receiving a voice confirmation for a credit card payment. It functions much like a regular sale, with the addition of an authorization code field on the payment screen. These are then entered into the open batch to be transmitted along with all other credit card payments.

SVS Reward Card Payment Method

Setup Tab → Payment Methods → Create a New Payment

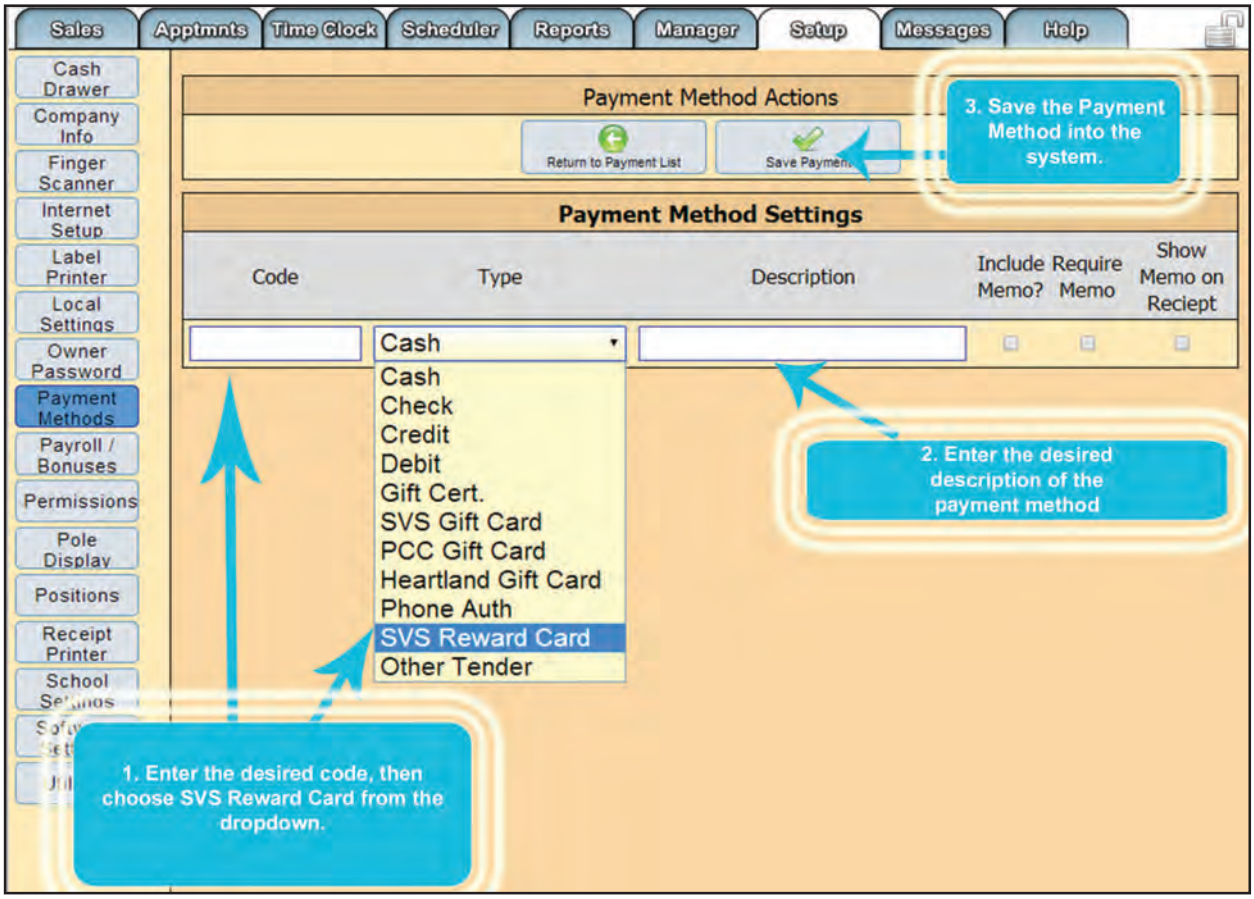


Figure 17 - Creating the SVS Reward Card payment method

From the Payment Method Settings screen enter a Code for the SVS Reward Card payment method and then select "SVS Reward Card" from the drop down menu under "Type". Enter a description and choose whether to include and/or require a memo. Be sure to save the payment method when finished.

Paid In/Out Account Codes

Setup Tab → Payment Methods → Paid In/Out Acct. Codes

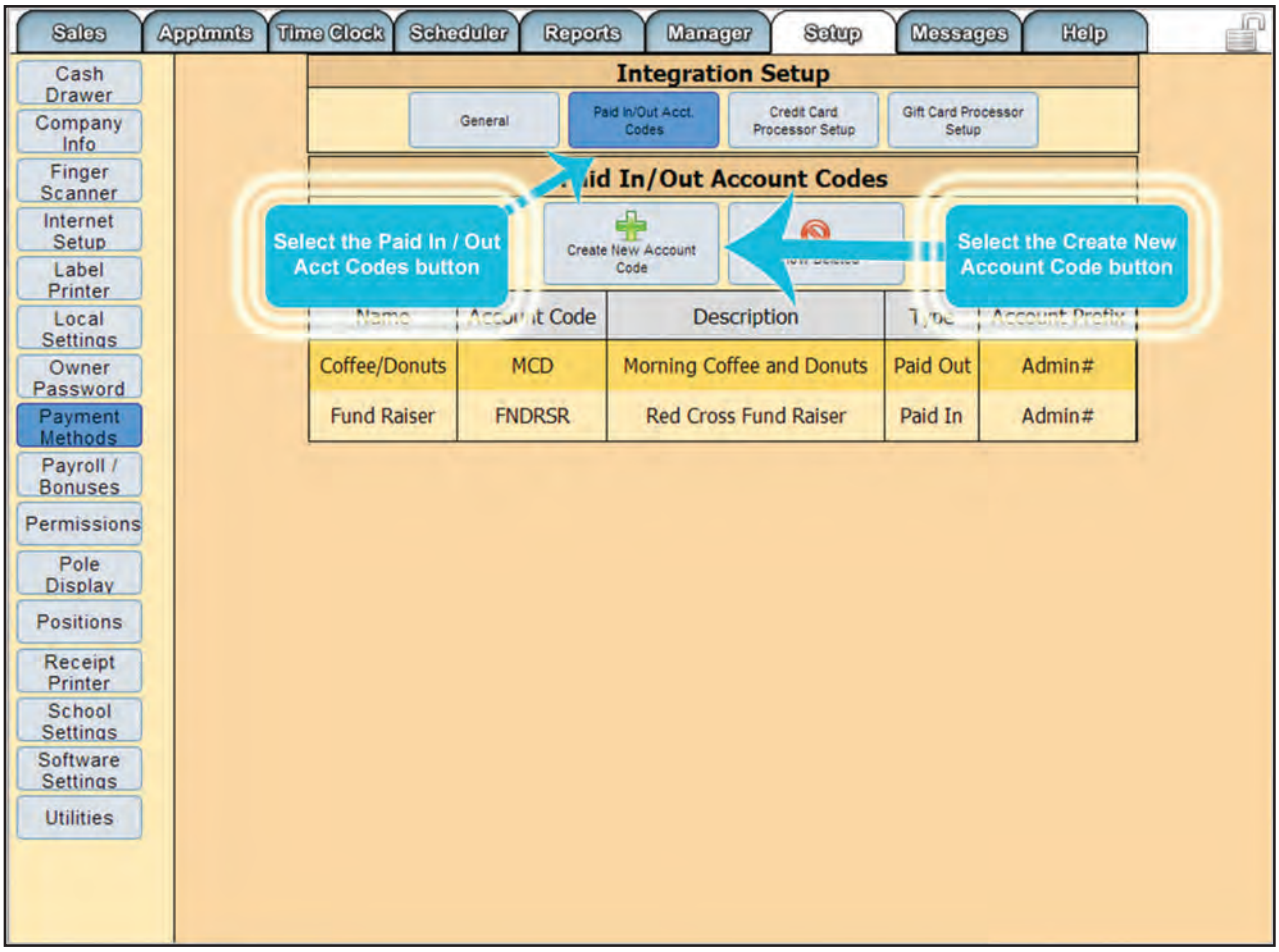


Figure 18 - Paid In/Out Account Codes screen

Select the Paid In/Out Acct. Codes button to create Account Codes for your Paid Ins and Paid Outs (Sales Tab → Open Till → Paid In or Paid Out).

Create new Account Codes by selecting the Create New Account Code button. The Account Code Actions screen will pop up. Enter the Code, Name, Description, Account Prefix, and then select Paid In or Paid Out.

On the Paid In or Paid Out screen the Account Name will be listed. Enter the dollar amount and select the Account Name from the drop down, enter a reason if needed and select the Make Payment or Complete Paid Out button to finish.

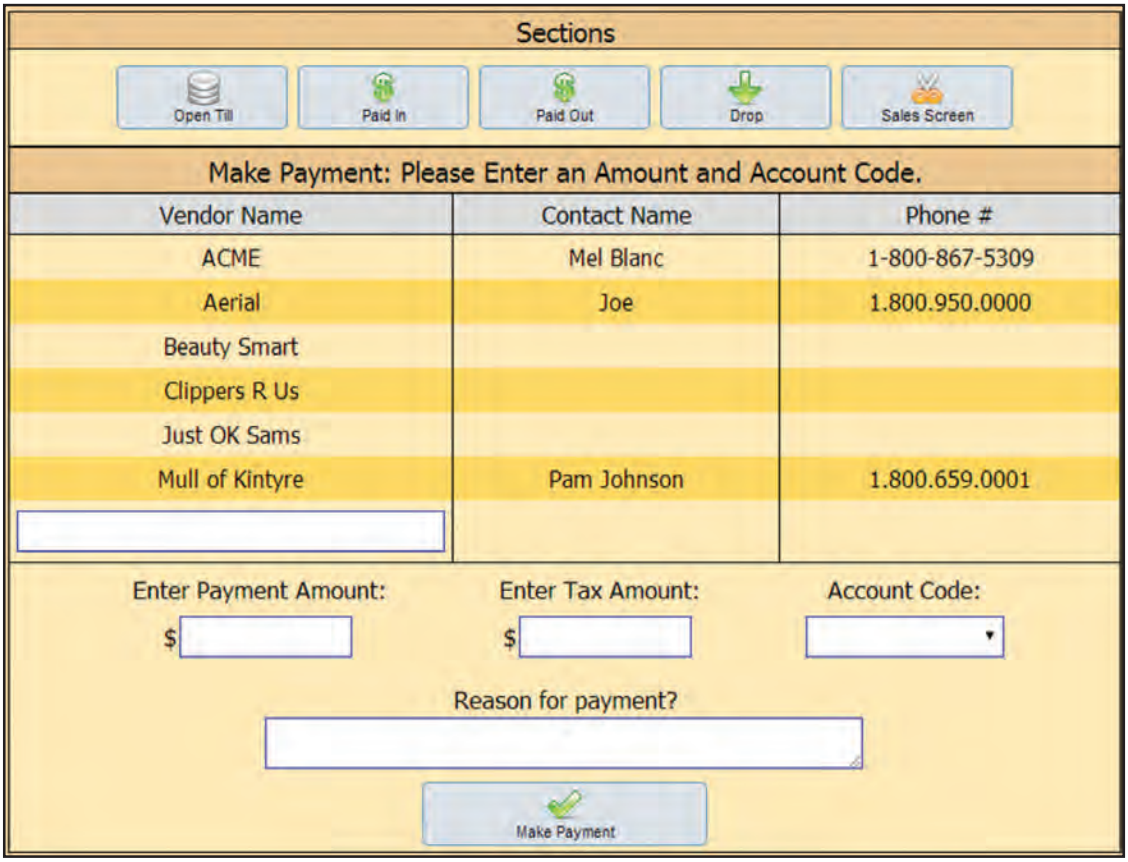


Figure 19 - Paid In Screen with Account Code

If "Assume All Paid Ins are Cash" is not enabled (Setup Tab → System → General → Assume All Paid Ins are Cash) you will be taken to the Payment screen to finish the transaction. If set to "Yes", you will see a notification that the Paid In has been completed.

Select Card Swipe Settings

Setup Tab → Payment Methods → Credit Card Processor Setup → Processor

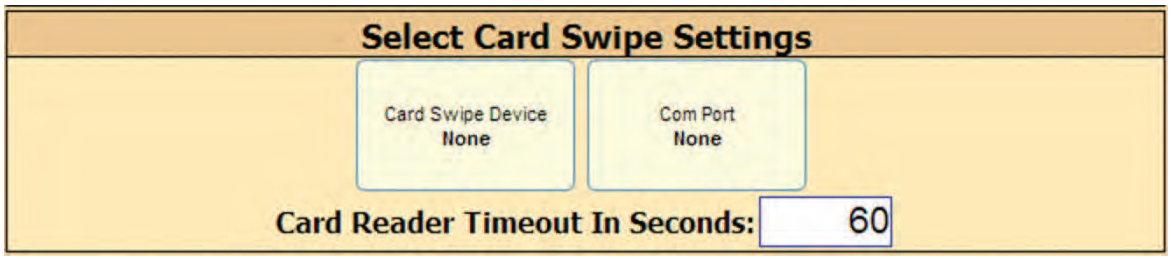


Figure 20 - Select Card Swipe Settings screen

The Card Swipe Settings screen is used to configure the card reader your location uses to process credit card or gift card transactions. Select "Card Swipe Device" in order to choose the swiper compatible for your processor. "Com Port" is how the device is connected to the salon computer. If the location uses an USB reader, leave the setting at "None". Card Reader Timeout determine the amount of time the "Swipe Credit Card" screen is available on Check-Out before the screen prompts for the transaction to be entered in manually.

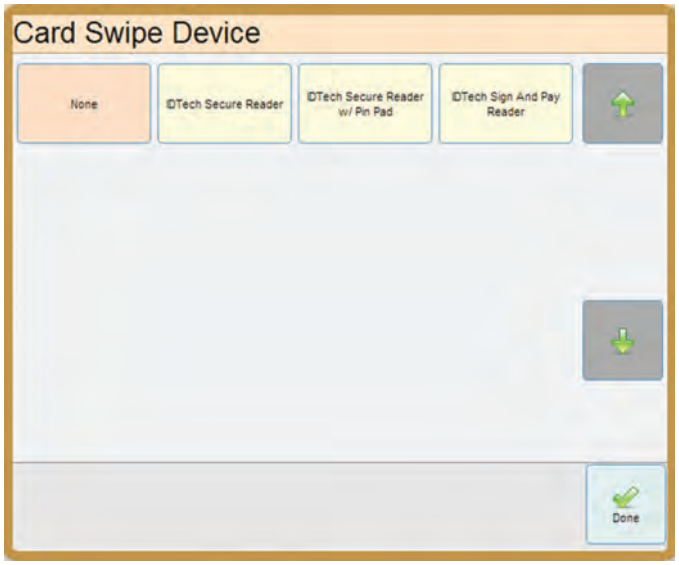


Figure 21 - List of Available Card Swipe Devices

If you are unsure of which device or com port setting to use, please contact Rogers' technical support to assist with configuration (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

PC-Charge Integration

Setup Tab → Payment Methods → Credit Card Processor Setup → PC-Charge

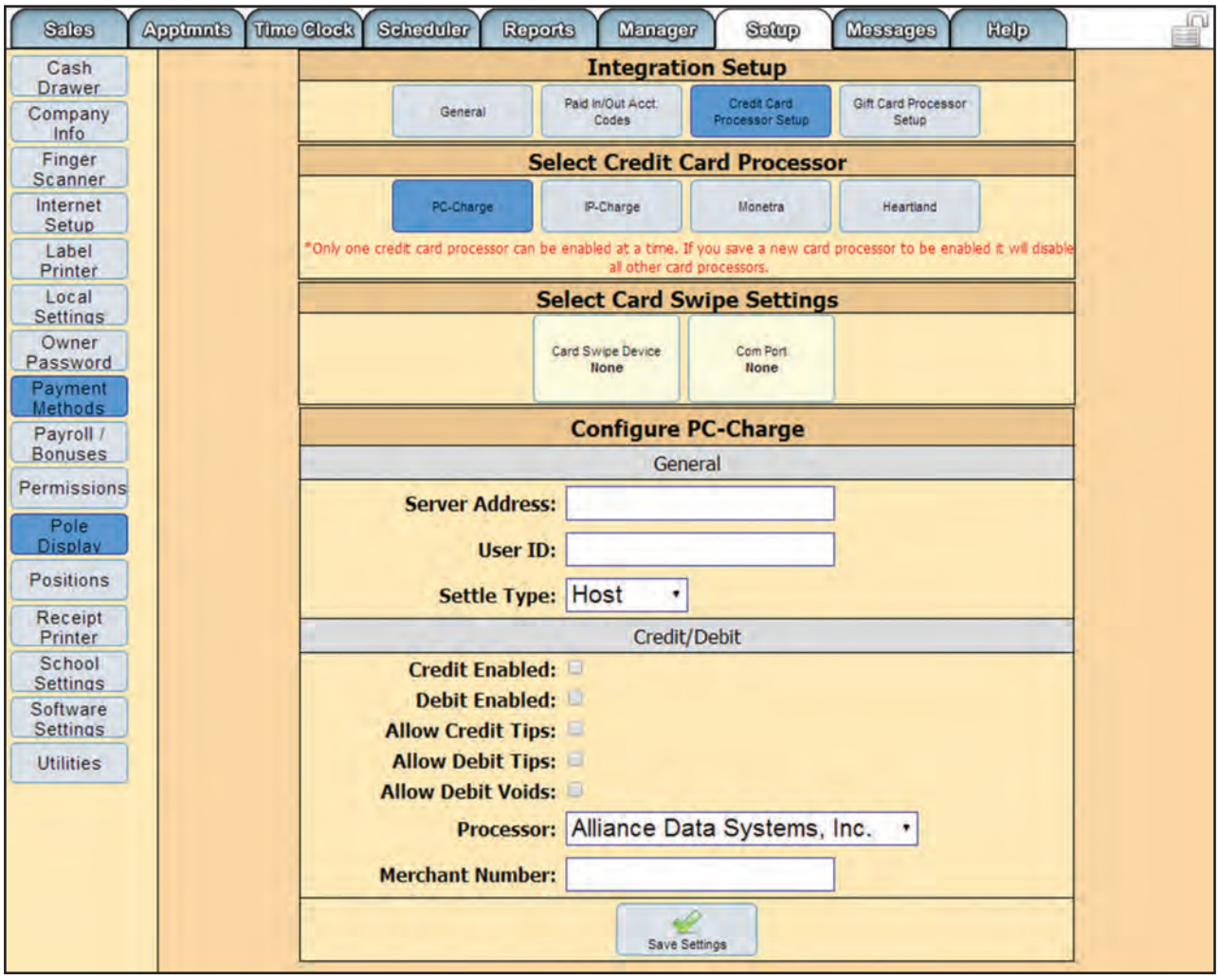


Figure 22 - PC-Charge Integration Screen

SuperSalon can be configured to work seamlessly with integrated credit card and gift card processing software. If you are using an external credit card processing terminal, there is no setup required in this area. If you would like to use integrated credit card software, such as PC-Charge, please contact Rogers' technical support to help you configure **SuperSalon** to support the integration (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

IP-Charge Integration

Setup Tab → Payment Methods → Credit Card Processor Setup → IP-Charge

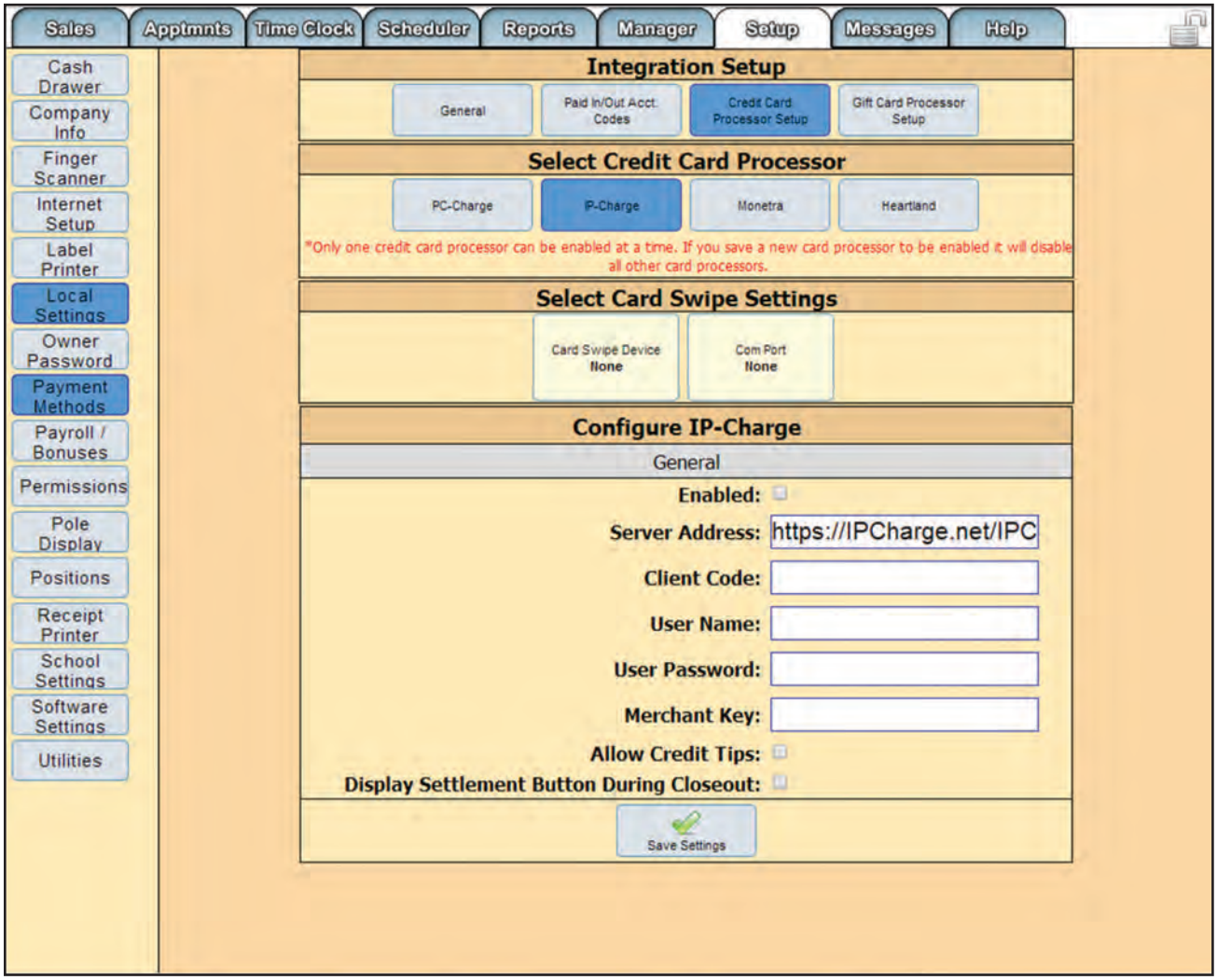


Figure 23 - IP-Charge Integration screen

SuperSalon can be configured to work seamlessly with integrated credit card and gift card processing software. If you are using an external credit card processing terminal, there is no setup required in this area. If you would like to use integrated credit card software, such as IP-Charge, please contact Rogers' technical support to help you configure **SuperSalon** to support the integration (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

Monetra Integration

Setup Tab → Payment Methods → Credit Card Processor Setup → Monetra

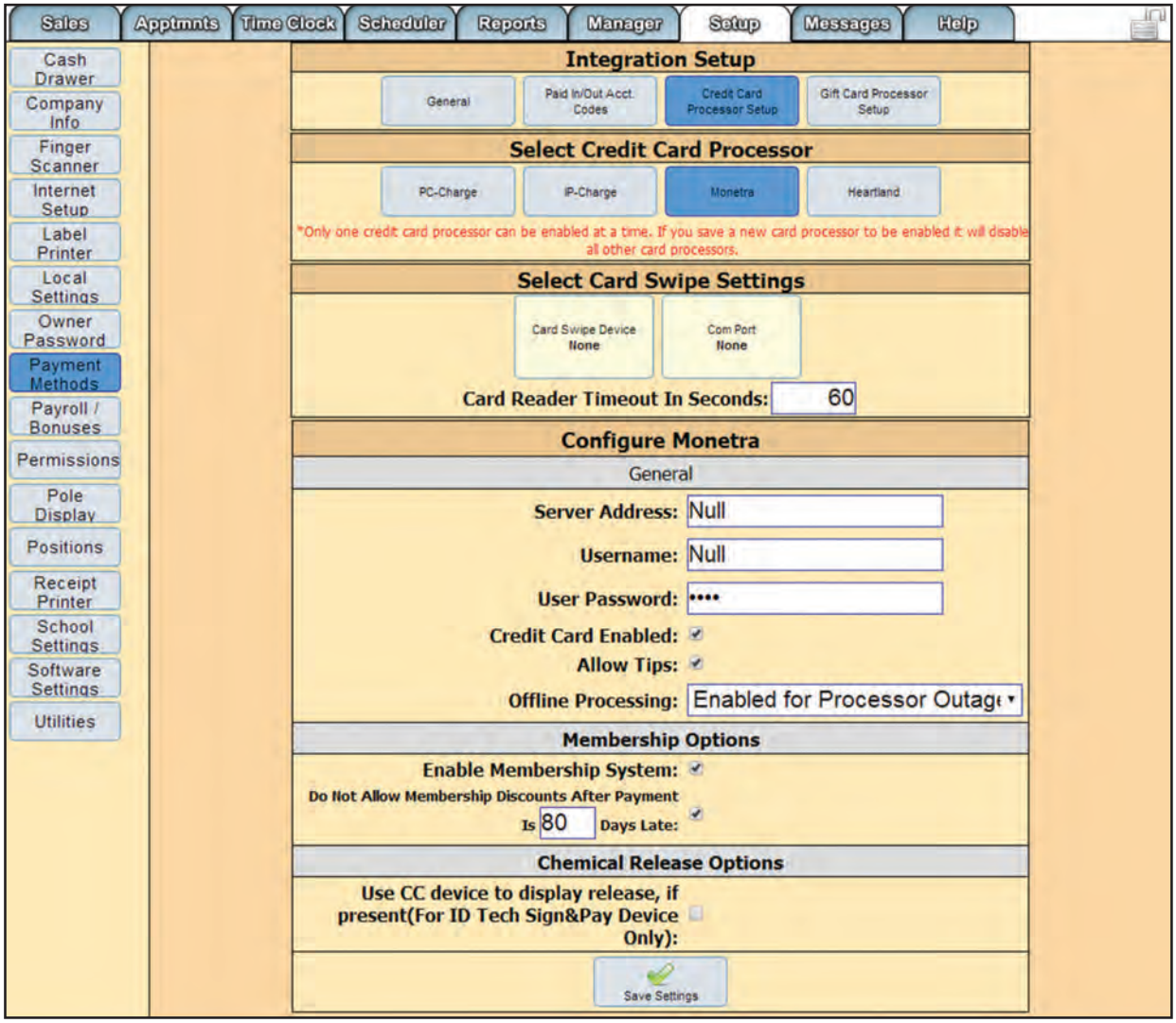


Figure 24 - Monetra Integration screen

SuperSalon can be configured to work seamlessly with integrated credit card and gift card processing software. If you are using an external credit card processing terminal, there is no setup required in this area. If you would like to use integrated credit card software, such as Monetra, please contact Rogers' technical support to help you configure **SuperSalon** to support the integration (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

Heartland Integration

Setup Tab → Payment Methods → Credit Card Processor Setup → Heartland

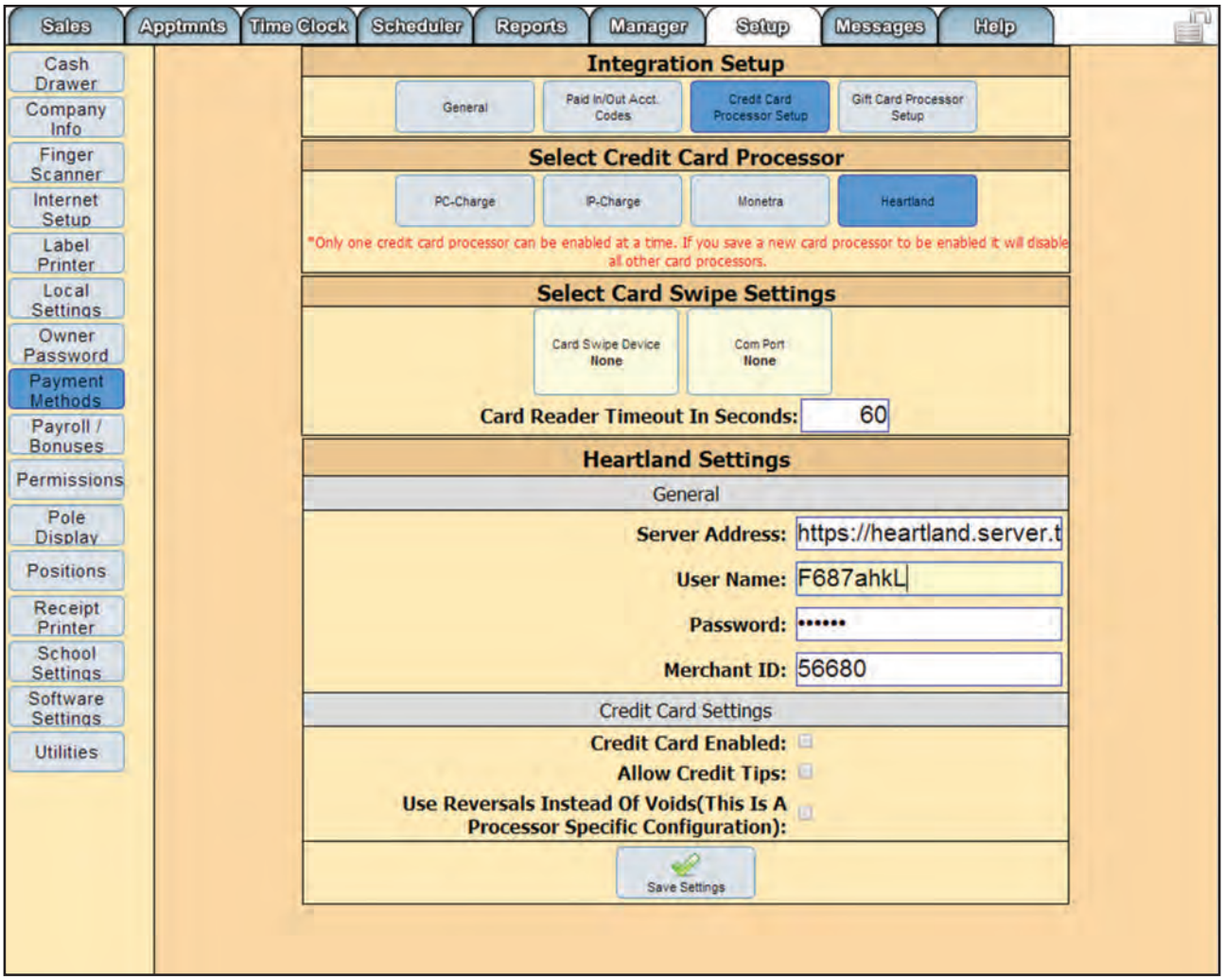


Figure 25 - Heartland Integration

SuperSalon can be configured to work seamlessly with integrated credit card and gift card processing software. If you are using an external credit card processing terminal, there is no setup required in this area. If you would like to use integrated credit card software, such as Heartland, please contact Rogers' technical support to help you configure **SuperSalon** to support the integration (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com

Gift Card Processor Setup

Setup Tab → Payment Methods → Gift Card Processor Setup

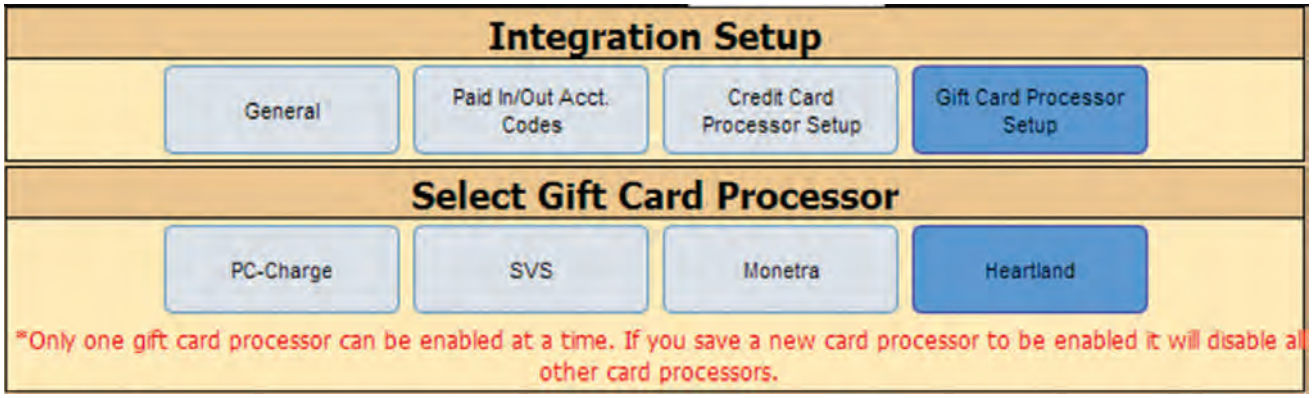

Integration Setup
General
Paid In/Out Acct. Codes
Credit Card Processor Setup
Gift Card Processor Setup
Select Gift Card Processor
PC-Charge
SVS
Monetra
Heartland
*Only one gift card processor can be enabled at a time. If you save a new card processor to be enabled it will disable all other card processors.

Figure 26 - Gift Card Integration Processor Selection Screen

After you have created the gift card payment method, it shows in the list but is not available for use. To enter your gift card settings, select the relevant processor for your location in order to proceed with configuration. There are a total of four options available: PC-Charge, SVS, Monetra, and Heartland. If you are unsure of which processor to use, please consult your Gift Card Merchant provider or contact Rogers' technical support to help you configure **SuperSalon** to support the integration (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

Valutec Gift Card Settings

Setup Tab → Payment Methods → Gift Card Processor Setup → PC-Charge

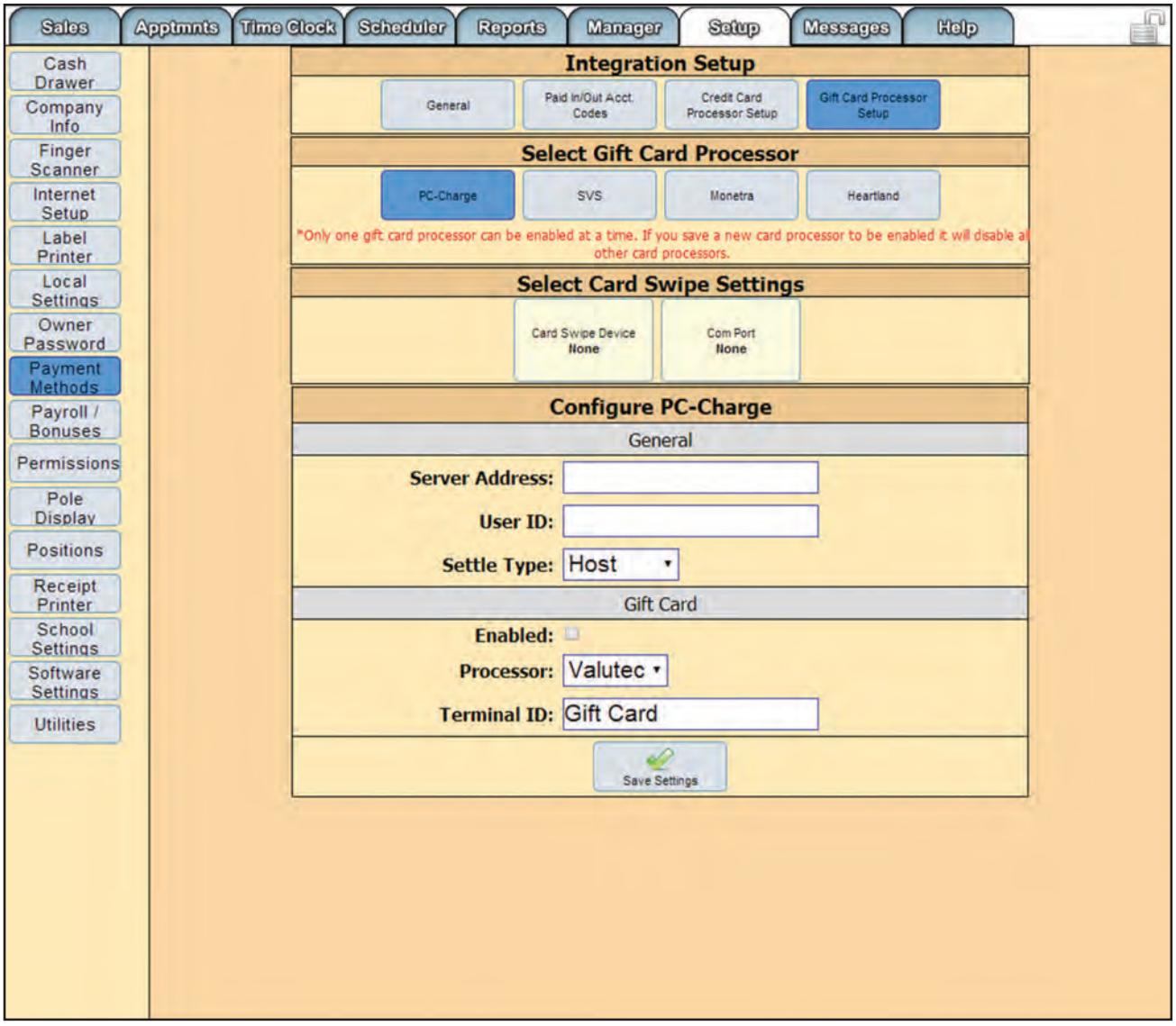


Figure 27 - Configuring Valutec Gift cards

Valutec Gift cards are configured under the PC-Charge Settings page of the Gift Card Processor Setup screen. To setup PC-Charge Gift cards, please contact Rogers' technical support (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com). For instructions on issuing and activating gift cards, please consult the Sales section (page 201).

SVS Gift Card Settings

Setup Tab → Payment Methods → Gift Card Processor Setup → SVS

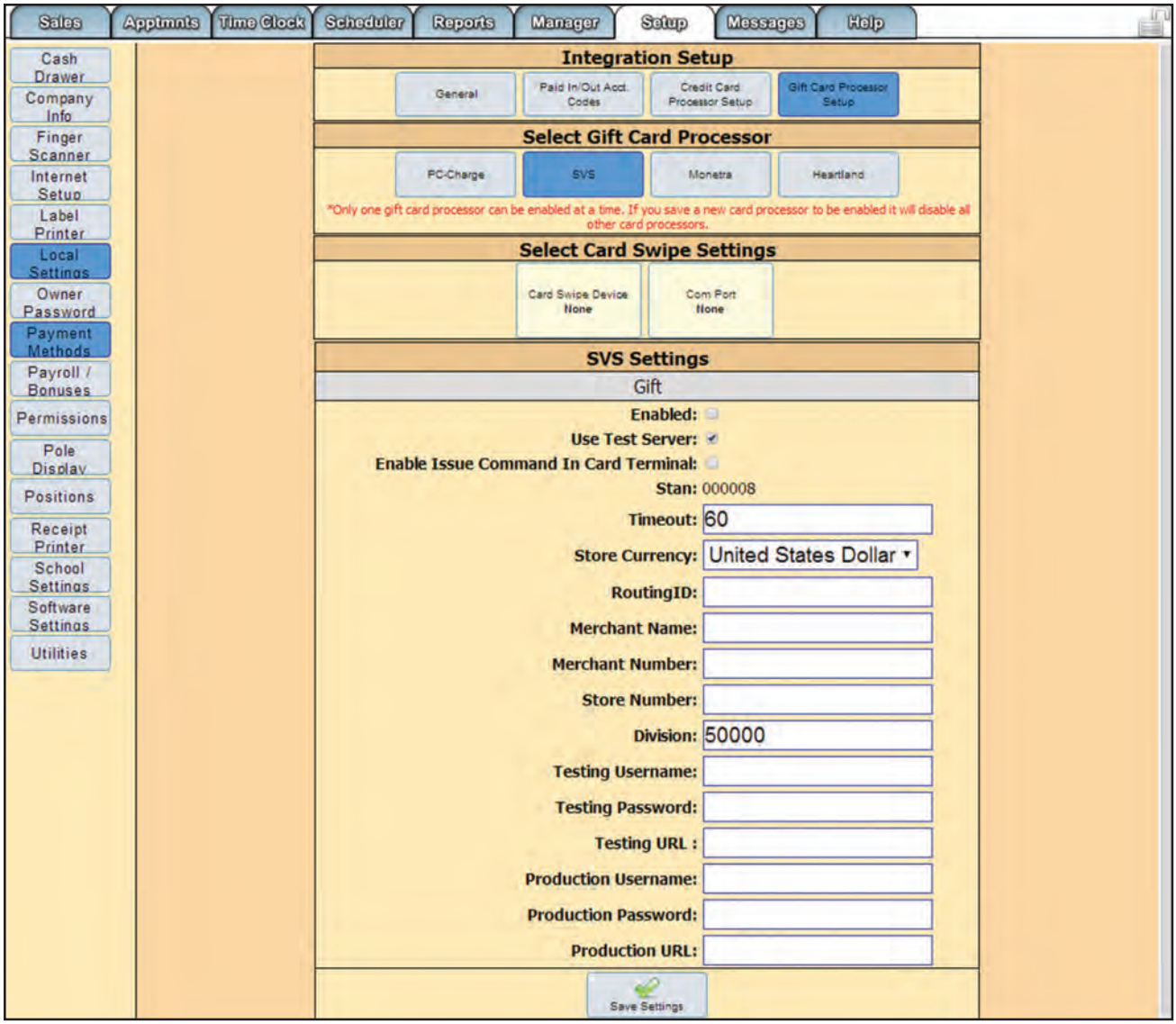


Figure 28 - Configuring SVS Gift cards

SVS Gift Cards are configured under the SVS Settings page of the Gift Card Processor Setup screen. To setup SVS Gift cards, please contact Rogers' technical support (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com). For instructions on issuing and activating gift cards, please consult the Sales section (page 201).

Monetra Gift Card Settings

Setup Tab → Payment Methods → Gift Card Processor Setup → Monetra

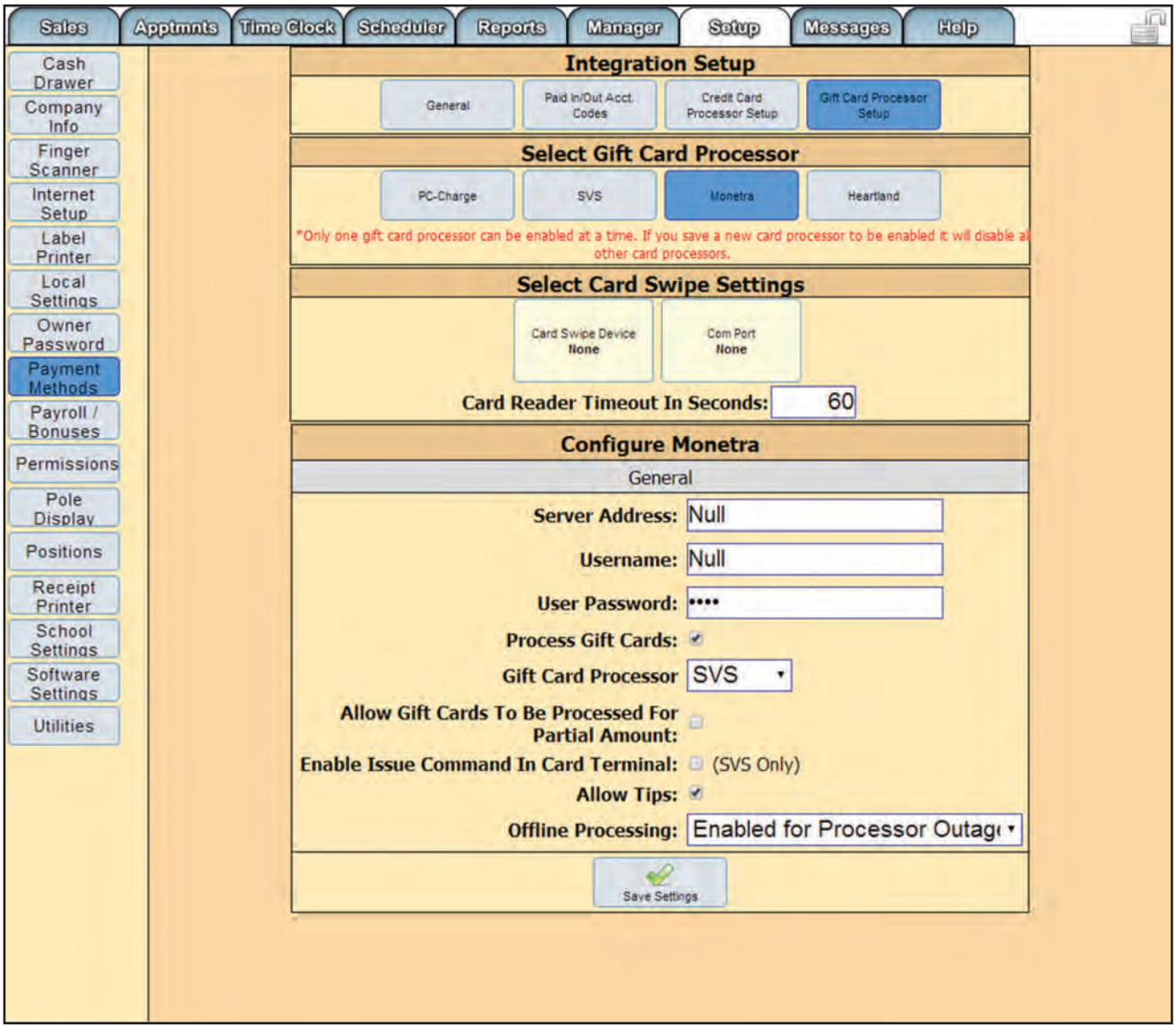


Figure 29 - Configure Monetra Gift cards

Monetra Gift cards are configured under the Monetra Settings page of the Gift Card Processor Setup screen.
To setup Monetra Gift cards, please contact Rogers' technical support (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).
For instructions on issuing and activating gift cards, please consult the Sales section (page 201).

Positions

Setup Tab → Positions

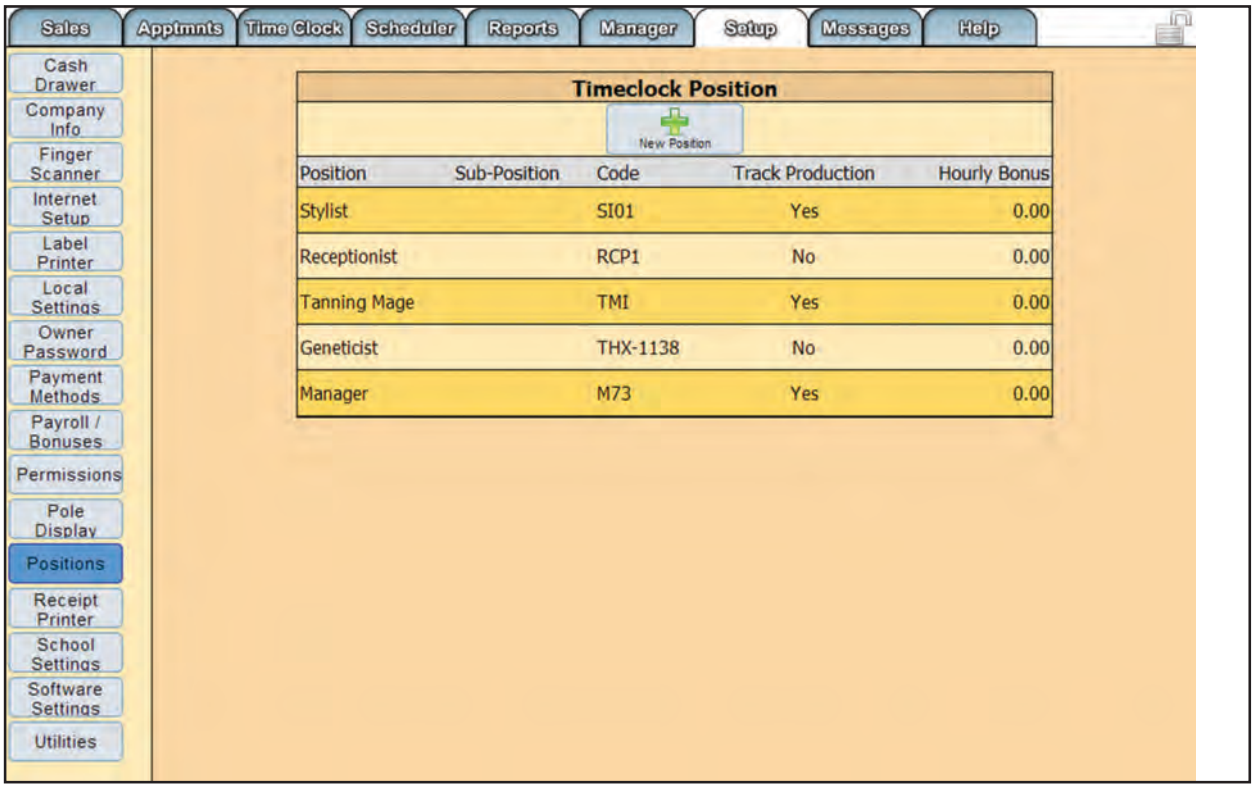


Figure 30 - Creating and updating Timeclock Positions

The Positions screen is used to configure the employee positions that will be available on the Time Clock screen when employees punch in. Employees can also be set to these positions in their employee setup. In addition to primary positions, it is also possible to create sub-positions. Employees can not be set to Sub-Positions. Sub-Positions are mostly used for additional information on the Payroll reports.

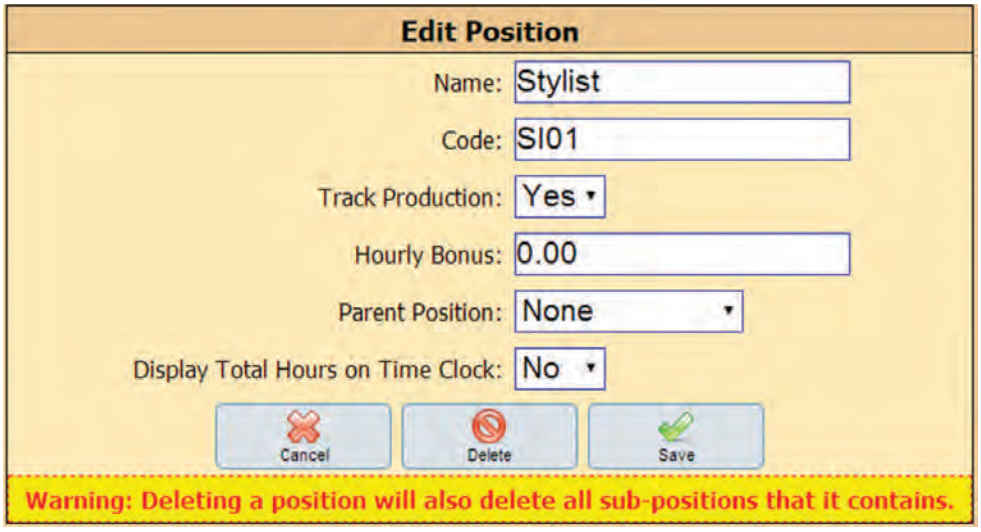


Figure 31 - Edit Time Clock Positions

To add a position, choose a name for the position, enter a code, and select "Yes" to have **SuperSalon** track production time and add any hourly bonus you wish for this position (this is rare). Tracking production time is usually used to differentiate between hours used to calculate commission for production employees and noncommissioned hours for receptionist and management duties. Generally, an employee should only use a production clock in when they are performing services on customers. You can also set up sub-positions. If you are setting up a sub-position, select the Parent Position from the drop down list. Only the sub-positions will show on the Time Clock list.

Sub-positions are useful if your location wants to break up positions into groups for reporting or bonus purposes (for instance, day shift and night shift). All employees can be set to the parent position in their employee setup and then clock in using the relevant sub-position. When viewing reports, you will be able to see statistics for the sub-position in relation to the parent position.

When employees punch in, they should do so as to reflect the duties they will be performing. For example, a manager working at a location where hair care is provided will want to clock in as a stylist when cutting a customer's hair. When not cutting hair or not available to perform any other form of service, they will want to clock in as something else, perhaps office, or banking.

Payroll/Bonuses

Setup Tab → Payroll/Bonuses → General

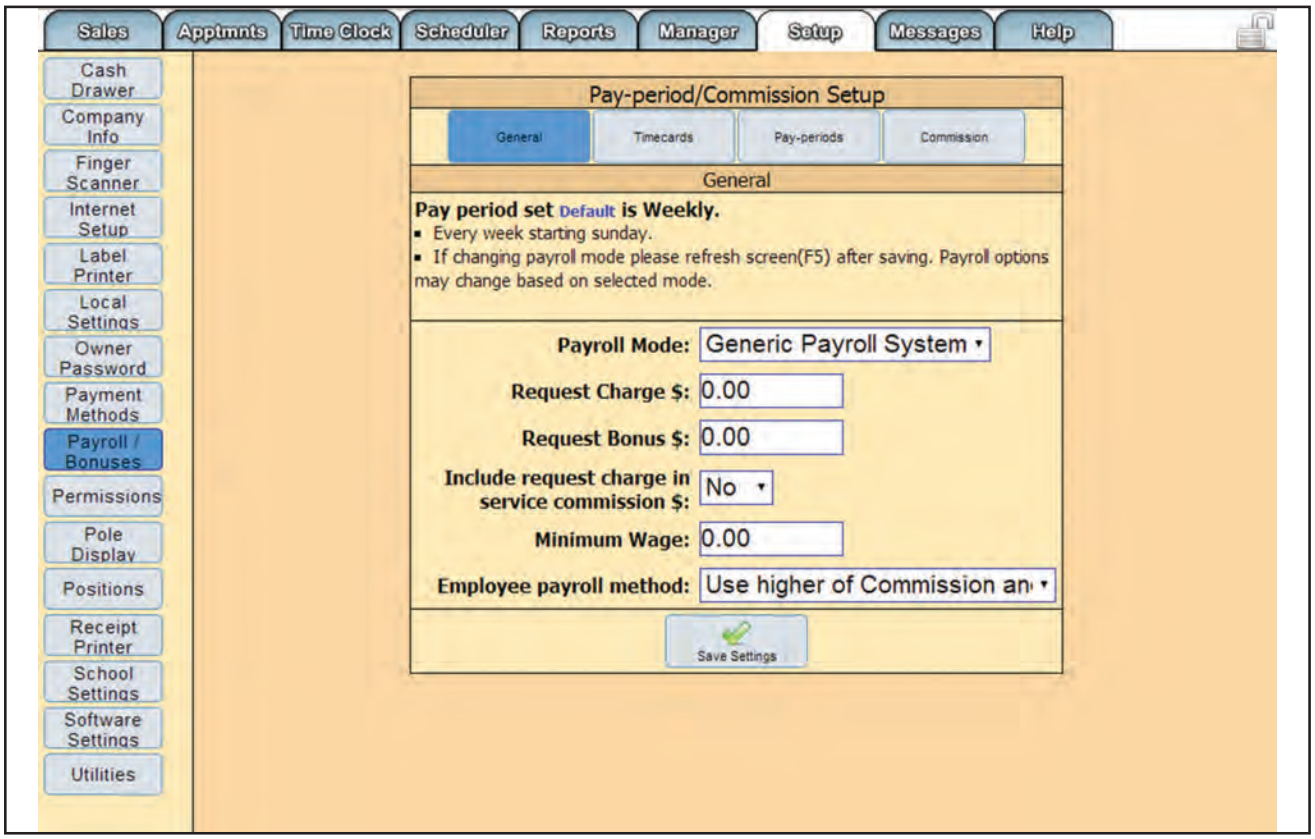


Figure 32 - Payroll/Bonuses setup in the General section

The General section of the Payroll/Bonuses screen shows a summary of the current pay period settings and allows you to select some basic settings.

Payroll Mode
Unless your franchise requires you to use a specific mode, leave this at Generic Payroll System.

Request Charge
If you charge customers an additional fee for requesting a specific employee, please enter the amount here. It will automatically be added as a line item in their check-out screen.

Request Bonus
If you pay your employee an additional fee for each request they receive, enter the amount here. It will automatically be added to their bonus column on the payroll report.

Include Request Charge In Service Commission
Select "Yes" here to include the request charge in service sales totals. If this is set to yes and a Request bonus is also configured, employees will receive both the bonus and an increase to commission for each request they received.

Minimum Wage
Enter the minimum wage here.

Employee Payroll Method
Use this dropdown to choose if employees get paid the sum of their commissions and hourly wage or if they are paid the higher of the two.

Timecards

Setup Tab → Payroll/Bonuses → Timecards

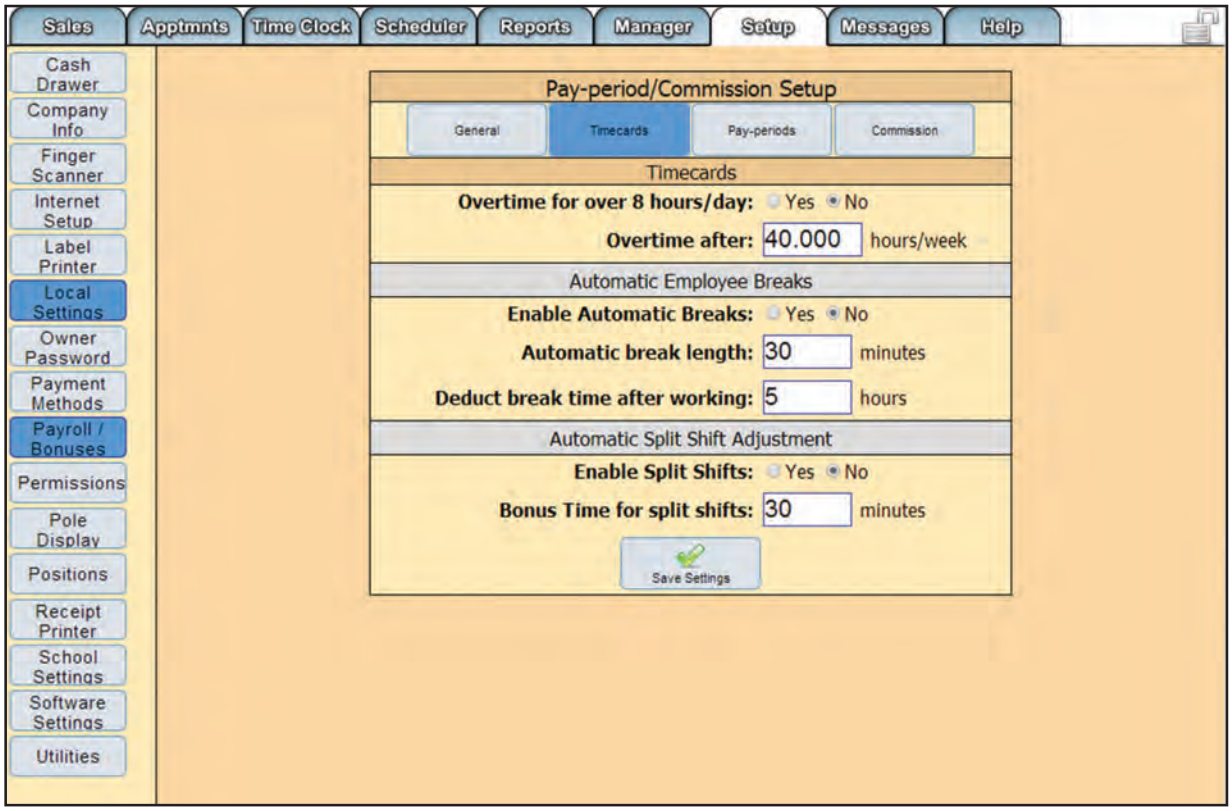


Figure 33 - Timecards Setup

Overtime for over 8 hours/day
If the system is being used in a location where overtime pay must be paid to employees who work over eight hours a day, select "Yes".

Overtime After:
Enter the number of hours an employee must reach per week before overtime is applied.

Automatic Employee Breaks
Some salons require breaks to be taken at certain intervals. For instance, in Figure 33, if enabled, a 30 minute break time is automatically deducted after working 5 hours. This means the employee should have taken 30 minutes worth of breaks in the course of the five hour shift. These entries appear on the time card report in the break column.

Automatic Split Shift Adjustment
If you use split shifts in your salon, you can enable their tracking here. If you would like to give a bonus to employees working a split shift, enter the amount of time the bonus is worth.

Pay-periods

Setup Tab → Payroll/Bonuses → Pay-periods

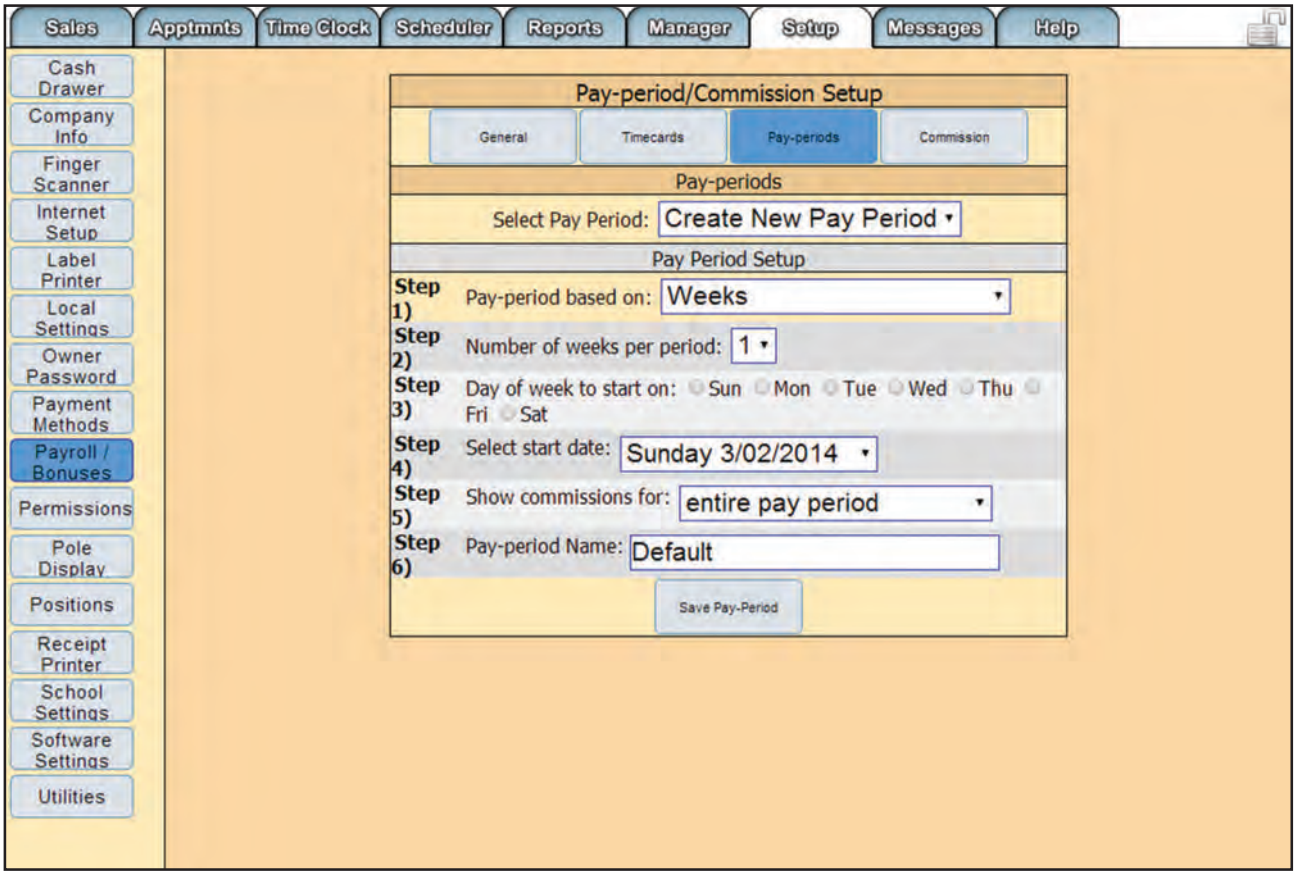


Figure 34 - Create New Pay-Period screen. This example is based on weeks.

The Pay-period setup screen is where you initially set up your pay-periods. This should be done prior to using **SuperSalon** for Check-Out purposes as the Time Clock and Payroll Reports are dependent on it.

If no periods are shown select the Pay-Period drop down menu and select "Create new Pay Period". If they are setup, but they are incorrect, select the pay-period to delete and select the Remove Pay-Period button at the bottom of the screen before selecting "Create New Pay Period."

Follow the steps listed in the setup wizard (Figure 34) to create a new pay-period. The steps provided will differ depending on if your location has a pay period based off of weeks or is bimonthly. Be sure to select a starting date that includes the first day your location was open and starts on the same day of the week that you want your pay periods to begin.

If your selected pay period is based on weeks, the "Show commissions for" setting determines how commissions will be displayed on the payroll report. If "entire pay period" is selected, there will be one table showing all commissions for the period. If each week of pay-period is selected, one table will be displayed for each week in the pay-period, and a third table will display the totals.

When you are finished, **SuperSalon** will display two or more periods to verify that you have set them up correctly. All future pay-periods will automatically be generated. If you have a need to set up multiple pay-periods (this is not usual for most organizations), for instance, to stagger out your pay days or pay managers monthly and everyone else twice a month, **SuperSalon** supports this easily. You may set up as many pay-periods as necessary.

The next step is to assign your employees to a pay-period. Go to employee setup (Manager Tab → Employees → Select employee name → Payroll); select the period with the Pay Period drop down box and then select Save.

To quickly set all employees to the same pay-period go to Setup Tab → Utilities → Check Employee Payperiod Setup. As long as there is only one pay-period, this will set all employees to it.

Commission Setup

Setup Tab → Payroll/Bonuses → Commission

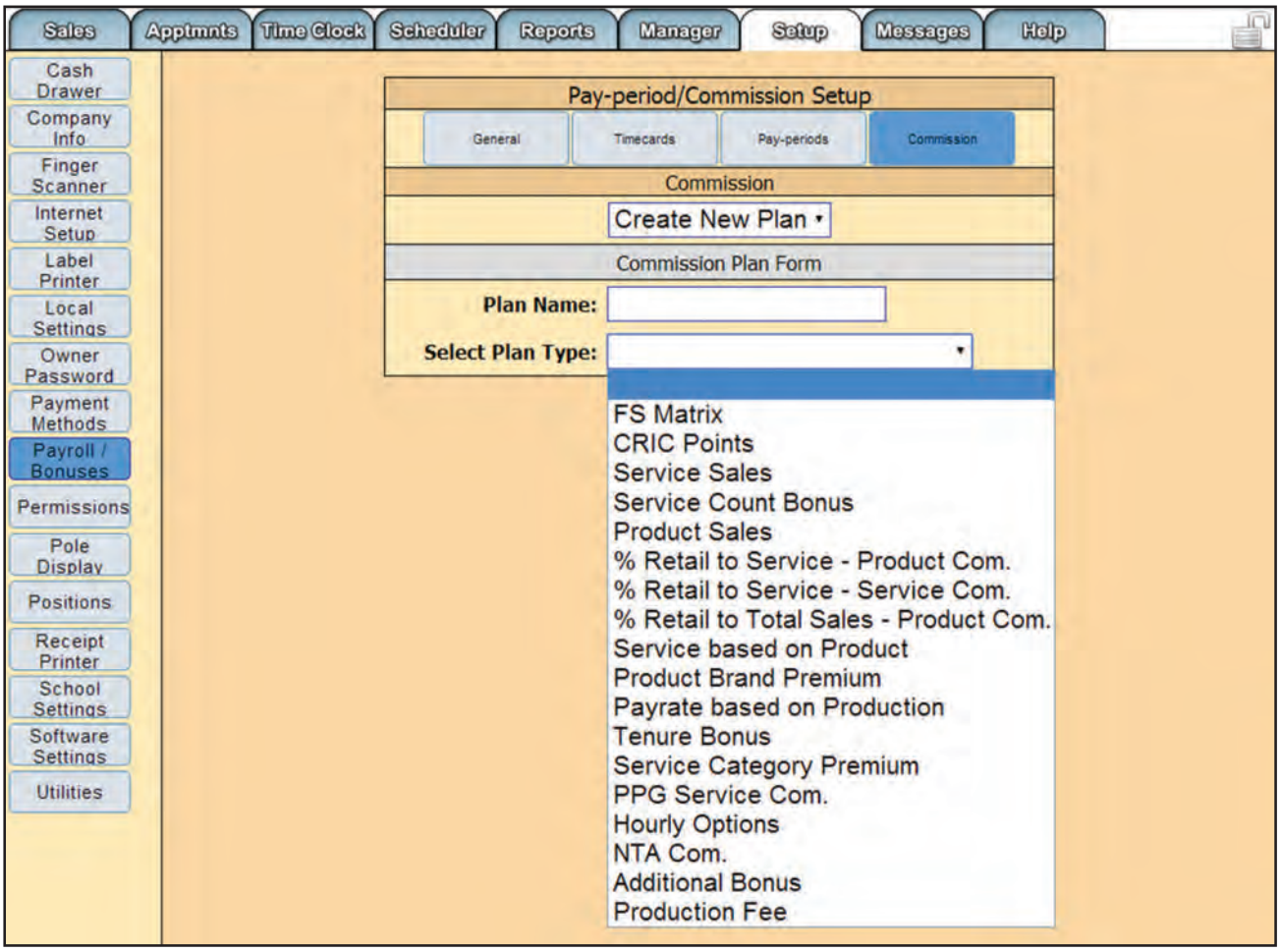


Figure 35 - Creating a New Commission Plan

When the Commission button is first selected, there will be a drop down box displayed which reads "Select a Plan". To edit an existing plan, select the plan name. If you have no plans defined, drop down the field and select "Create New Plan". Give the plan a descriptive name and then in the "Select Plan Type" dropdown, select a commission plan type to create. The following commission types are supported:

FS Matrix
This is a custom commission plan. If the listed plan types do not meet your needs please contact Rogers' tech support.

CRIC Points
This is a custom commission plan. If the listed plan types do not meet your needs please contact Rogers' tech support.

Service Sales
This commission type pays commission on services sales only. Commission can be based on gross or net and calculated on total sales or sales per hour.

Service Count Bonus
This commission type allows you to pay employees a certain amount every time they perform a service.

Product Sales
This commission type pays commission on product sales only. Commissions can be based on gross or net and calculated on total sales or sales per hour.

% Retail to Service - Product Commission
This is a product commission based on the ratio of retail (product) sales compared with service Sales.

% Retail to Service - Service Commission
This is a service commission based on the ratio of retail (product) sales compared with service sales.

% Retail to Total Sales - Product Commission
This is a product commission based on the ratio of retail sales compared with total sales.

Service Based on Product
This is a percent commission for services determined by the amount of product sales calculated either as a total of all sales or as a dollars per hour figure.

Product Brand Premium
This is an extra commission paid on a specific brand.

Payrate Based on Production
This plan is a variable pay rate based on service per production hour.

Tenure Bonus
This is a payroll bonus based on employee longevity.

Service Category Premium
This provides an extra commission on all service sales that belong to a specific service category

PPG Service Commission
This is a product per guest service commission. Employee service commission is based on product sold divided by the number of guests.

Hourly Options
This is a custom commission plan. If the listed plan types do not meet your needs please contact Rogers' tech support.

NTA Commission
This is a custom commission plan. If the listed plan types do not meet your needs please contact Rogers' tech support.

Additional Bonus
This allows you to add additional bonus amounts to an employee's time card for service, products, etc.

Production Fee

This commission plan is used to remove a percentage of an employee's commission for service sales.

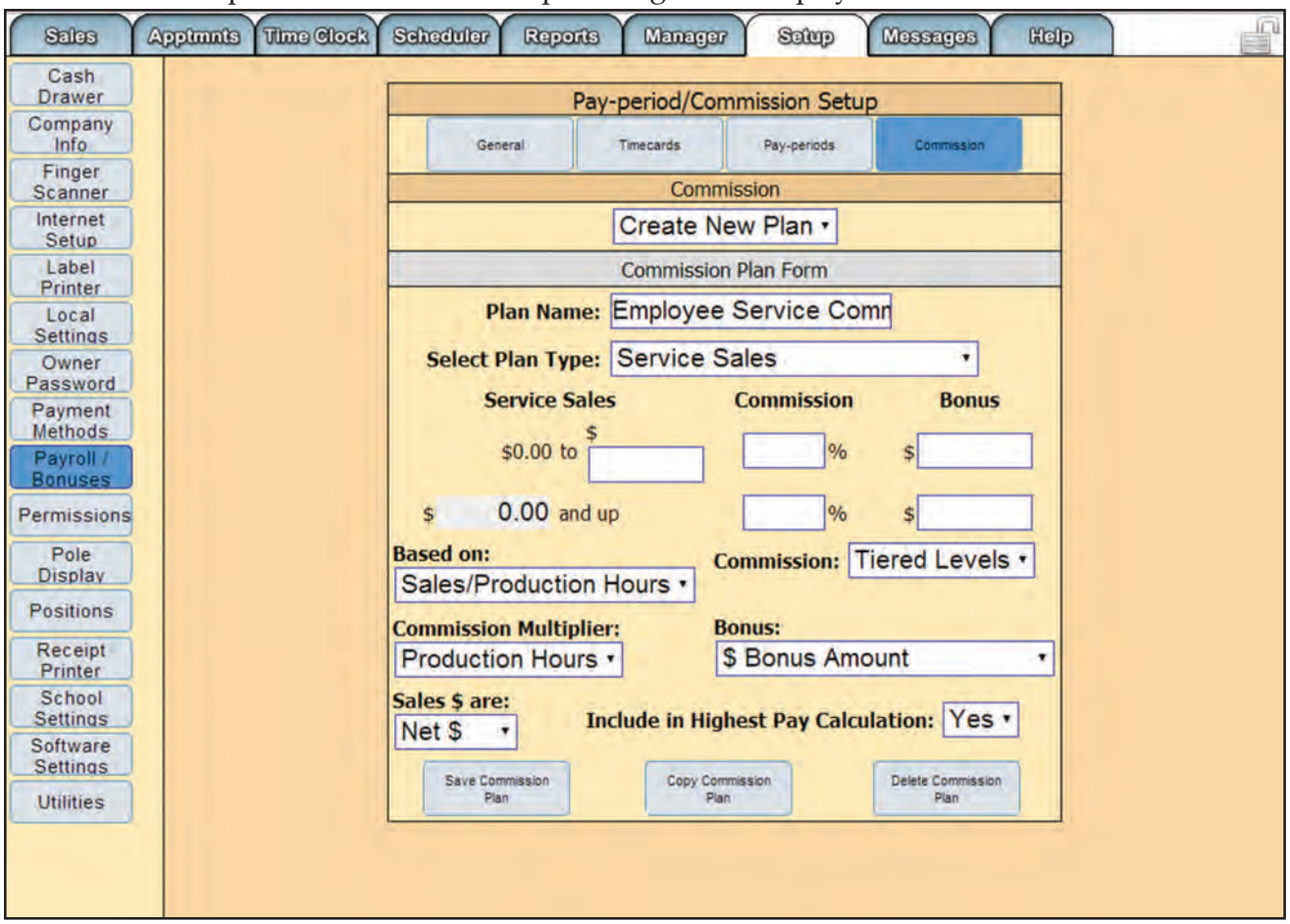


Figure 36 - Sample Service Commission Setup Screen

The commission screens allow you to setup commissions and bonus plans. Each salon can have multiple commission plans so that employees can each be set to one or multiple commission plans.

Figure 36 is an example of a service commission. On the bottom left of the screen you have the option to have the commission calculations based on the employee's Net Sales or Gross Sales. Gross is the total value of the products and services sold while net is the amount received after discounts.

On the bottom of the commission setup screen you have the option to select if you will be basing commissions on overall sales or sales per hour. You also have the option to select if different commissions will be paid for each commission tier, or if commissions will be based on all sales at the highest commission level hit.

Each time you add a sales goal and corresponding commission, **SuperSalon** will automatically add another level. The screen will allow up to 40 levels. This enables it to handle various matrix systems well. The last row displays a sales number one cent above the prior level and shows "and up" indicating all amounts beyond are included in the highest commission level. Any row that has the commission level left blank will be ignored. If you want the next level to be "and up" just leave the commission field blank for the preceding row.

The Bonus column allows you to enter a bonus amount in dollars that will be paid to employees for achieving that sales level. If you wish to pay these bonuses, but you do not wish to pay a commission percentage, enter "0" for the commission for each level (If you leave the commission blank, the row will be skipped).

All of the bonus information will show up in the commission and bonus section of the payroll report.

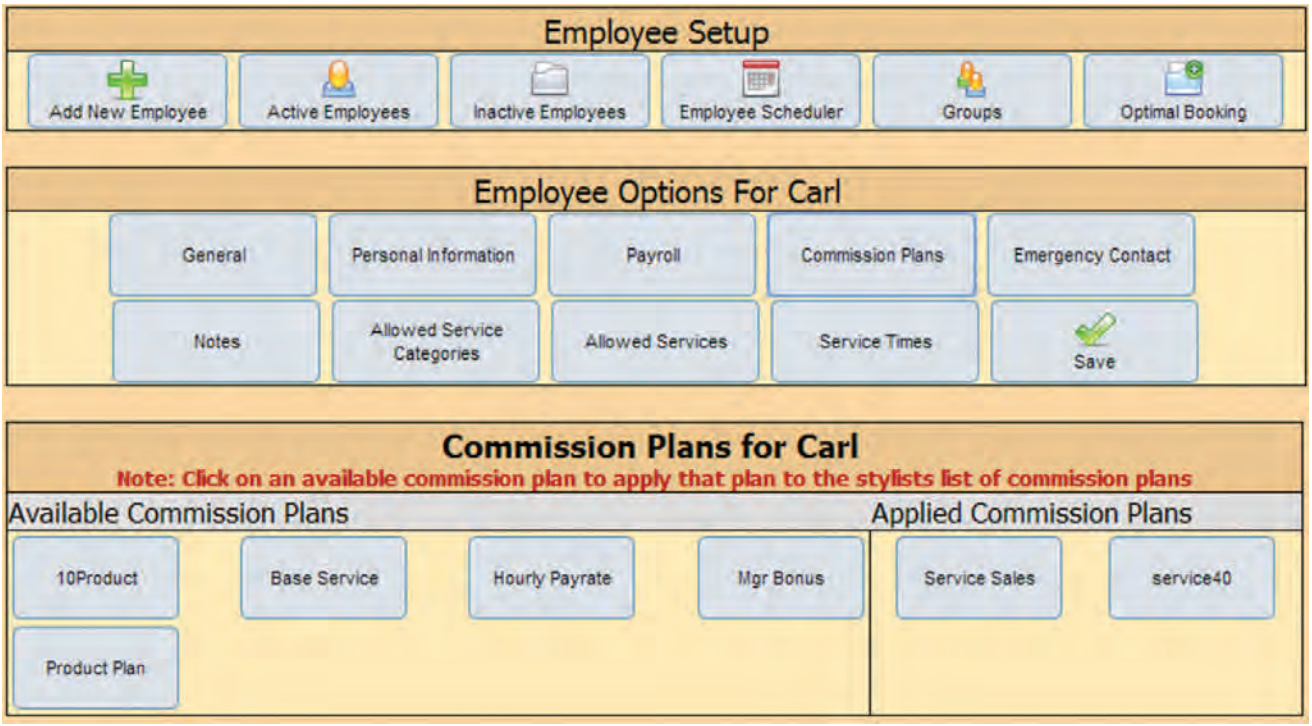


Figure 37 - Employee Setup Area Commission Plan Selector

Once all of your plans are defined, you will need to go to the Edit Employee screen (Manager Tab Employees → Select an employee → Commission Plans) and select the commission plan which applies for each employee. Multiple plans can be assigned to each employee.

Company Information

Setup Tab → Company Info

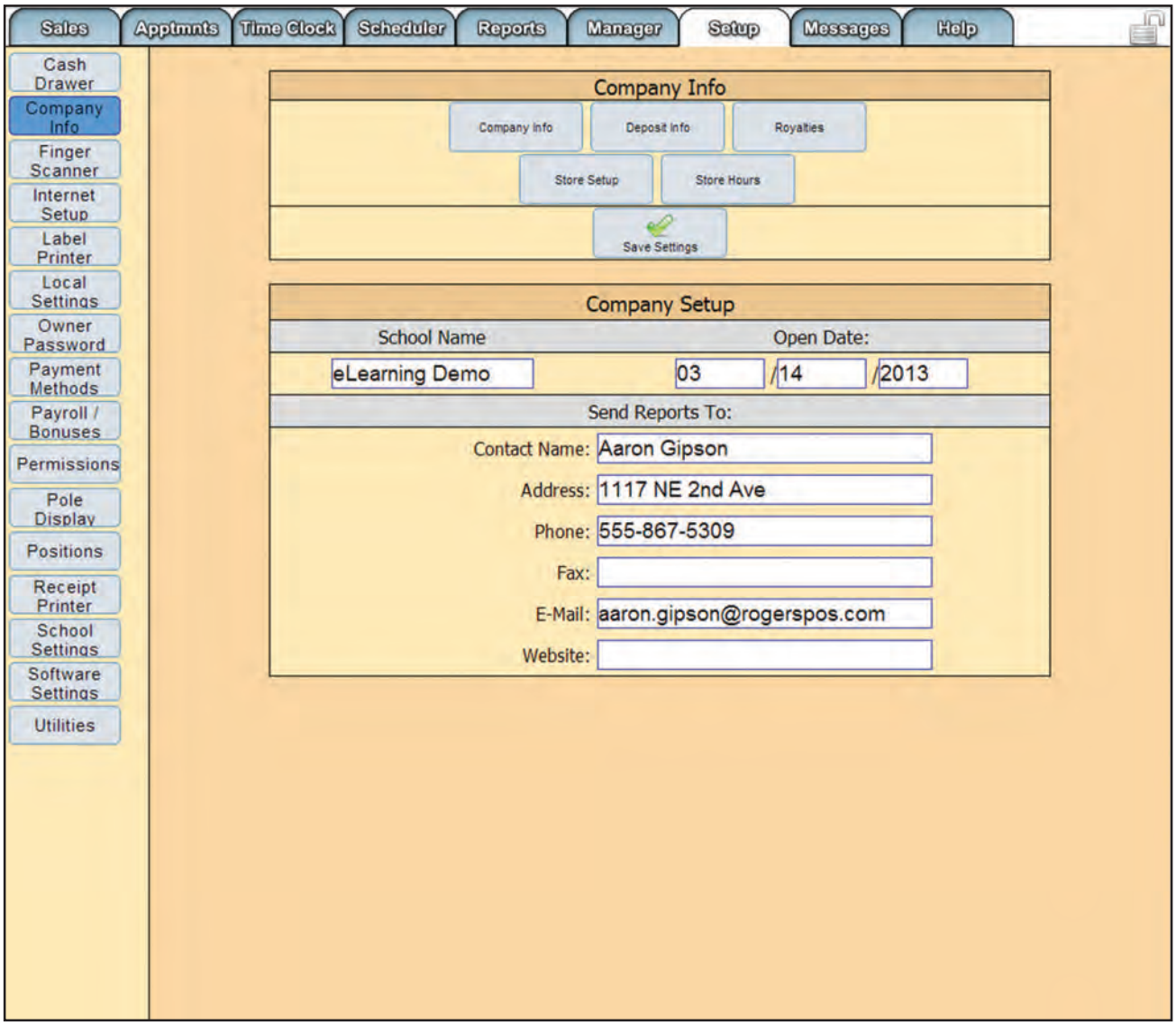


Figure 38 - Company Information Screen

The Company Info screens allow you to add all of your Company Info, Franchise Info, Deposit Info and Royalties information. If you are a school and have school settings enabled (Setup tab → Software Settings → System → School Settings → Enable School Functions) "School #" will appear instead of "Corporate Store #". Most of this information is for reference purposes and is not required.

Deposit Info

Setup Tab → Company Info → Deposit Info

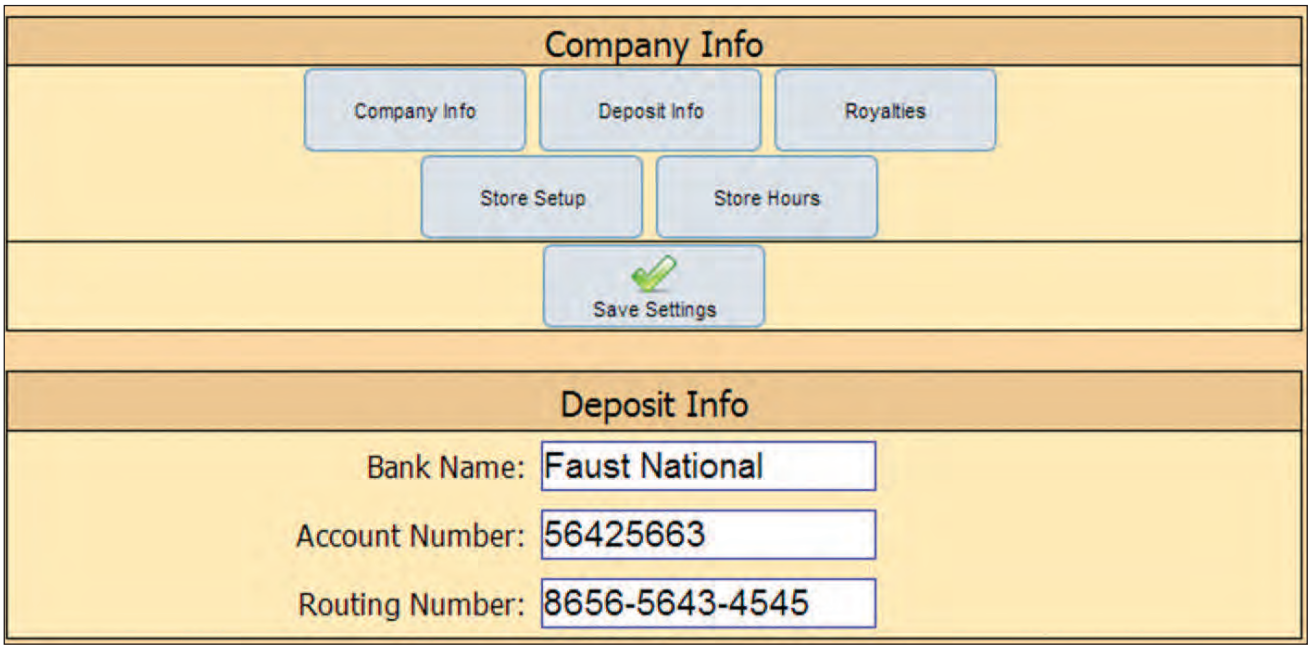


Figure 39 - Deposit Information

SuperSalon can print a deposit slip based on the information entered into the closeout screen each day. Enter your bank name, account number and routing number here to use the deposit slips.

Royalties

Setup Tab → Company Info → Royalties

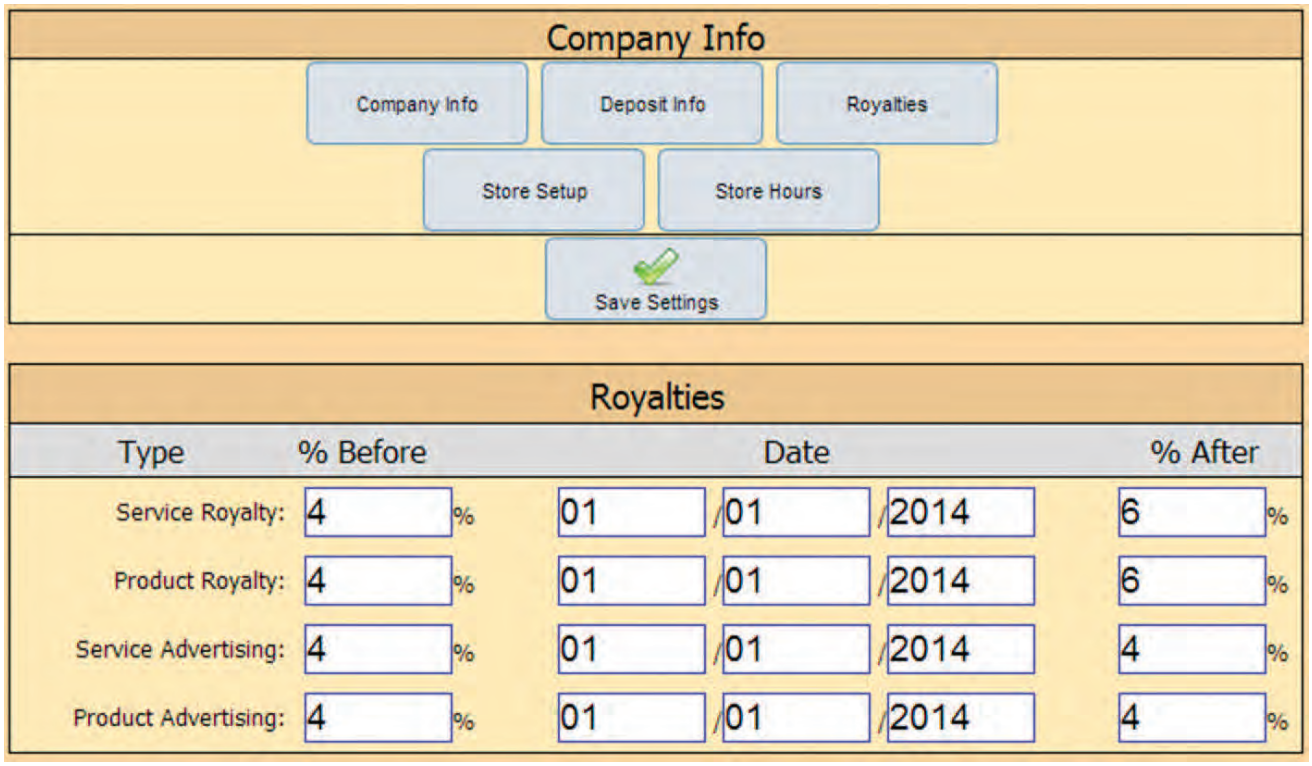


Figure 40 - Royalties

If you are a franchisee salon that pays royalties based on sales, you must enter the Royalties information if you want **SuperSalon** to properly calculate how much is owed in the royalty report. If the royalty rates increase after a set date, you may enter the date and the increased royalty rates. This screen also allows you to set up advertising fund contributions.

Store Setup

Setup Tab → Company Info → Store Setup

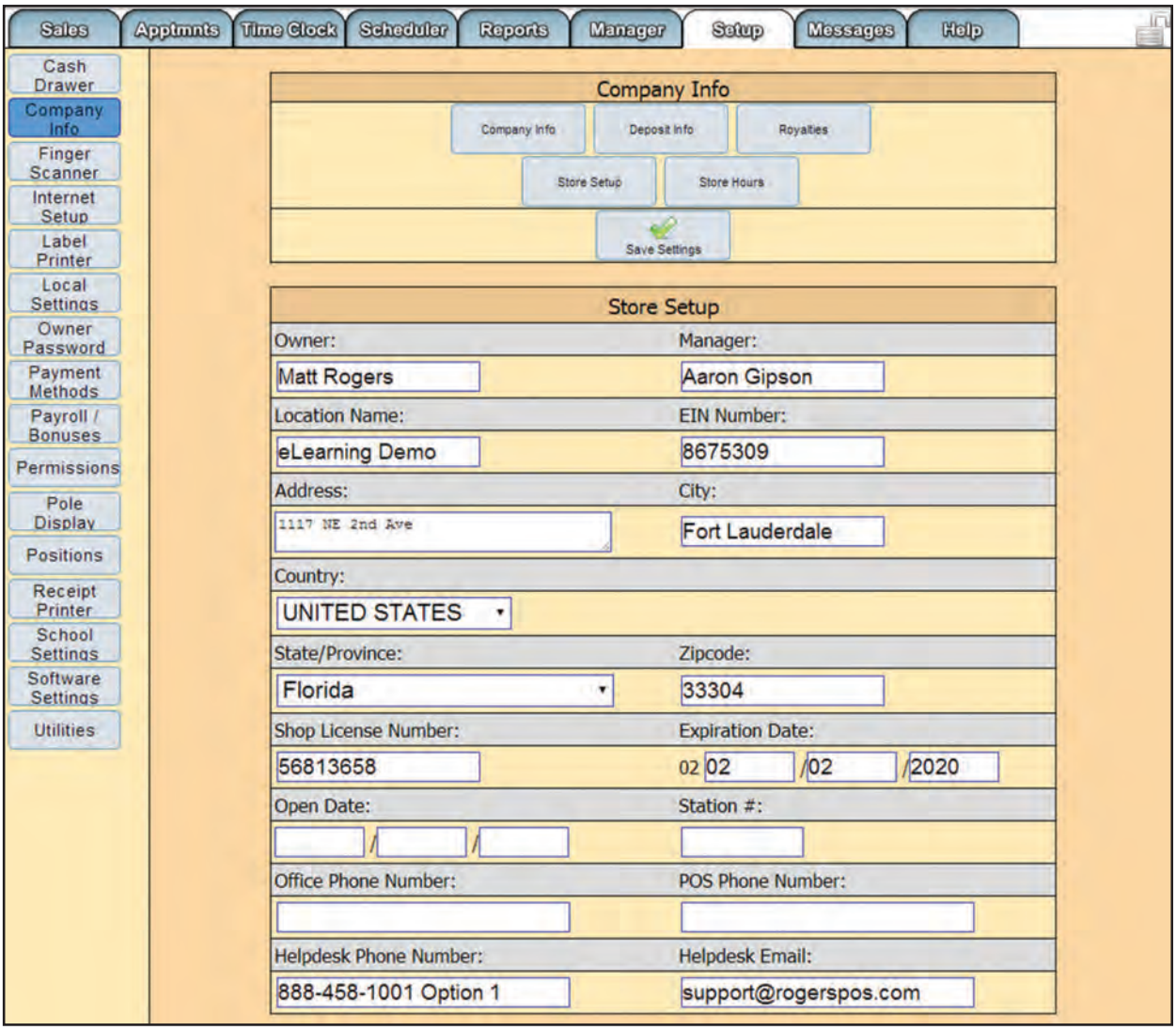


Figure 41 - Store Setup Screen

The Store Setup screen allows you to enter general reference information about your salon. This is viewable from the I-Office. None of this information is required for the operation of the software.

Store Hours

Setup Tab → Company Info → Store Hours

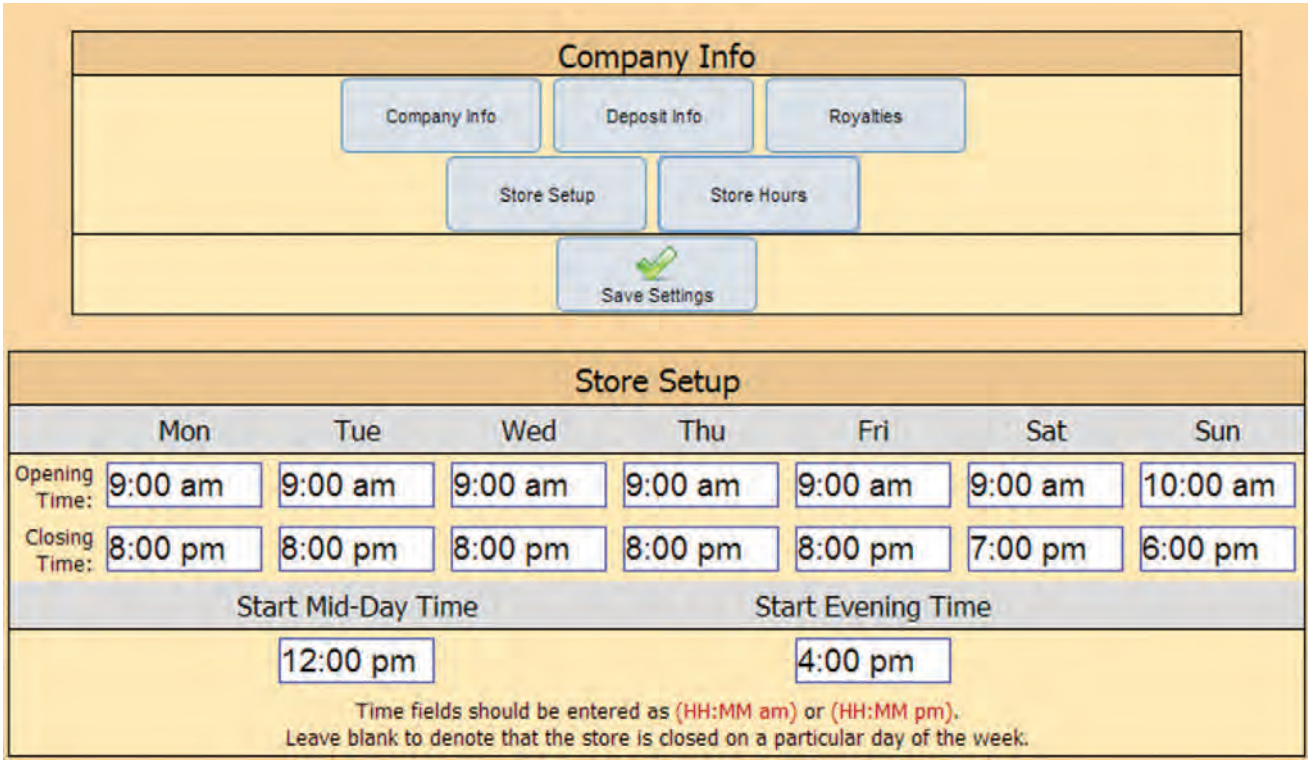


Figure 42 - Store Hours screen

Enter the store hours here. **SuperSalon** uses this information when it analyzes traffic flow for the Daily Report and Scheduling Helper. Make sure to enter a closing time that reflects when you will actually be done doing services and finished with closeout procedures. If your closing time is 6:00 PM, but you typically take additional customer and cut hair until 7:00 PM with an additional thirty minutes until you actually complete closeout, enter 7:30 PM. The times that can be scheduled for employees as well as the available times for scheduling appointments is affected by the information entered in this screen.

Software Settings

Setup Tab → Software Settings

Software Settings can be used to customize **SuperSalon** to fit the needs of the location. To enable or disable a function just select the X or check mark. Select the question mark button to view a description of each option.

General

Setup Tab → Software Settings → System → General

General software settings is used to configure Store Type, Language, etc.

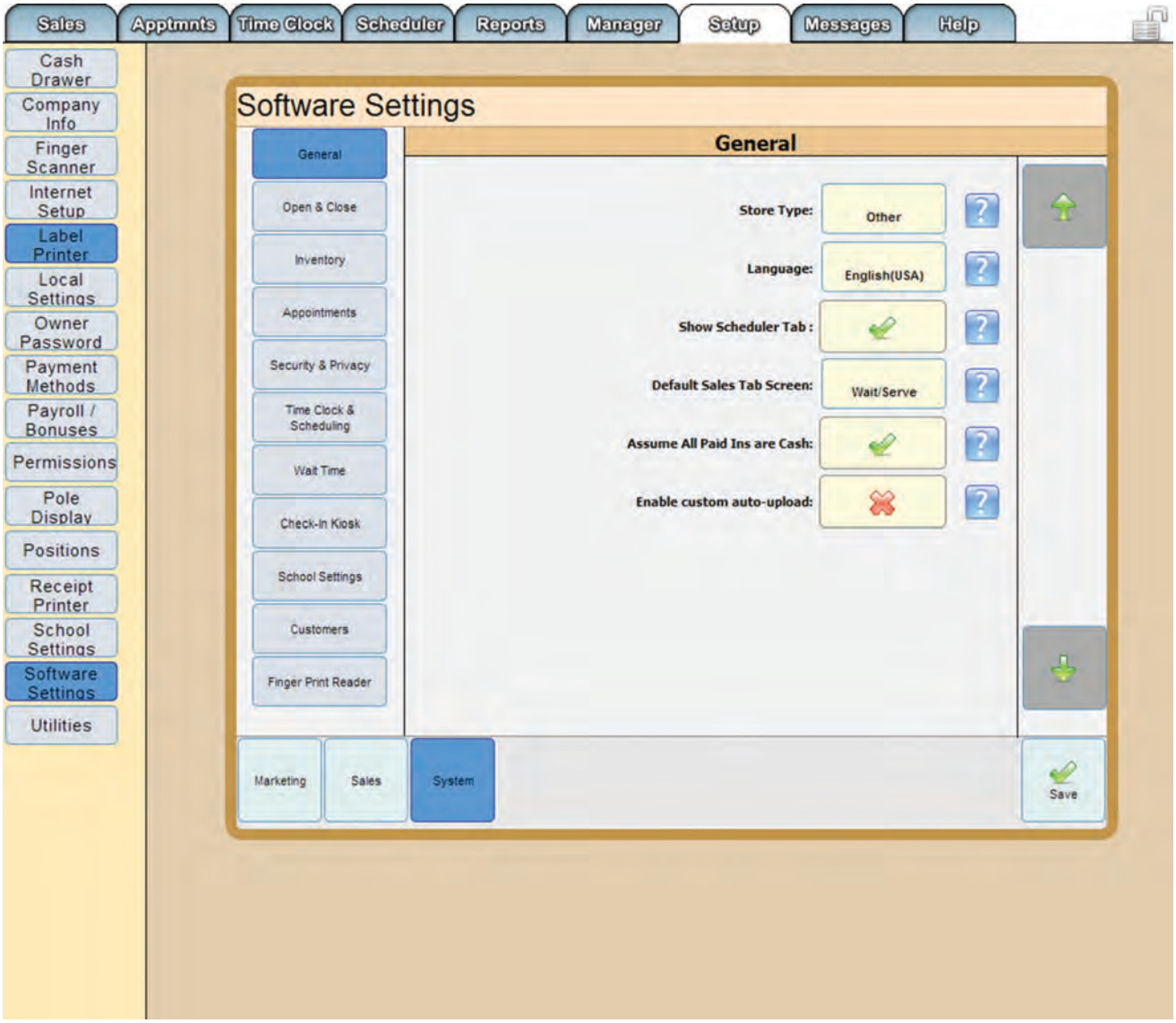


Figure 43 - General Software Settings

Store Type
Select the following store type that applies to your location:
6E Empire, 5S SuperCuts, 4C Cost Cutters, 3F Fantastic Sams, 2B Barbershop, 1F Full Service, Other

Language
Select the Language that is native to your region. The available languages are:
English (USA), English (CAN), English (GBR), Hindi, German, Spanish, Arabic (U.A.E), Arabic (Qatar). Restart SuperSalon for the changes to apply.

Show Scheduler Tab
Locations that only want the scheduler to be available on the Employee set up page (Manager Tab → Employees → Employee Scheduler) can accomplish this by disabling Show Scheduler Tab.

Default Screen
By default, SuperSalon is configured to display the Wait/Serve screen when the Sales Tab is selected. If most of your customers are scheduled as appointments you can set the Default Sales Screen to be the Appointment screen. You will still be able to assist walk-in customers by selecting the New Ticket or Quick Sale buttons on the bottom of the Appointment screen.

The default screen can also be set as Check-Out. If this option is used, when the Sales Tab is selected a Quick Sale is created. When Check-Out is used as the default screen, the Sales Tab is subject to special permissions to assist with managing the different actions that can be taken on this screen (Setup Tab → Permissions → Select Group → Checkout).

Alternatively, Customer Lookup can be set at the default screen. When used, anytime the Sales Tab is selected the prompt to search for a customer will be displayed. In order to perform a Quick Sale or management duties such as opening the till or paid-outs, select the cancel button. This will take you back to the Wait/Serve screen and from there all the options on that screen normally will be made available.

Skip Ticket Options
If this option is enabled, the Ticket Options screen will pre-select the Check-Out button when a ticket is created.

Assume All Paid Ins are Cash
This option assumes that all Paid Ins created are going to be cash. Do not select this option if you accept other forms of currency for Paid Ins as you will not have the option to make use of them.

Open & Close

Setup Tab → Software Settings → System → Open & Close

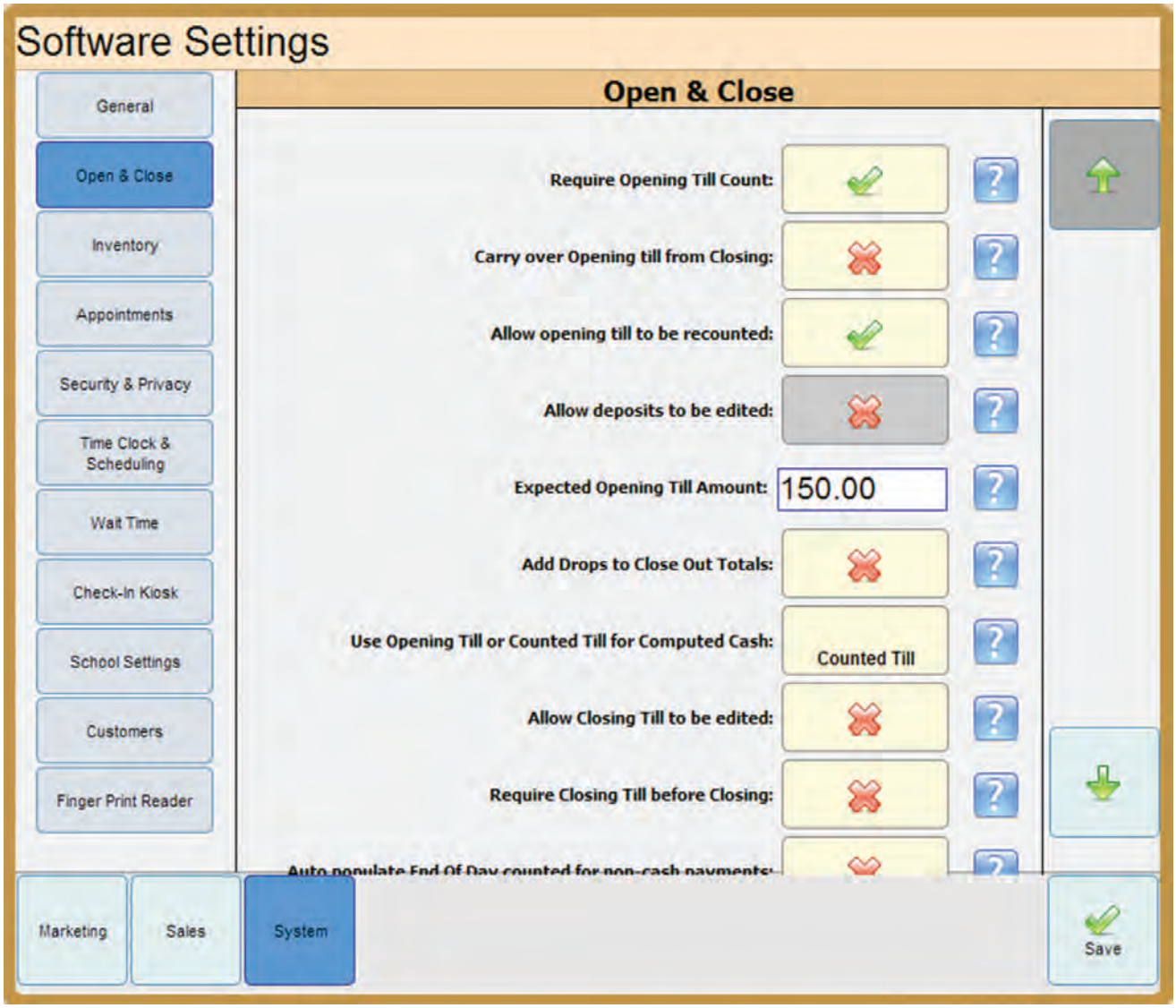


Figure 44 - Open & Close Software settings

There are several options you can set to modify how the Closeout works. For instance, you can require an opening till count, set an expected opening till amount or automatically close out at a specific time of day.

Require Opening Till Count
Choose Yes if you would like to require Opening Till to be counted each day.

Carry over Opening till from Closing
Choose Yes if you would like to carry over the Closing Till to the next day to be used as an Opening Till. This will be different than the Expected amount if it drops below that.

Allow opening till to be recounted
Choose Yes if you would like to allow multiple edits to your opening till count.

Allow deposits to be edited
Choose Yes if you will not be depositing what the close out states. The Expected Till Count must be set to 0 to enable.

Expected Opening Till Amount
This is the amount you would like the Opening Till Amount to be. It will be used to calculate carry over, if enabled.

Add Drops to Close Out Totals
Choose Yes if drops should be included in the expected till amount for the day.

Use Opening Till or Counted Till
If Opening Till is chosen it will use this to calculate the Computed Cash at Closeout. It will also use this to determine Open Till +/- If Counted Till is chosen it will use this to calculate the Computed Cash at Closeout. It will also use this to determine Open Till +/- Open Till +/- will also be Used in Monthly Financial and Reconcile Summary Reports.

Automatically close out salon
The auto close out process runs once a day at the configured time to compute the end of day totals used on several reports in SuperSalon and the iOffice. If set to "No", the auto close out process will not run. You must hit F5 on your keyboard after changing this to "Yes" and saving to enable the auto close out process.

Auto close out time
This defines the time of day at which the auto close out process will run (example: 11:00 PM). Auto close out will not run if this setting is not entered in the proper format: *HH:MM AM/PM*

Auto void open tickets with reason
This setting defines the reason for voiding any tickets that are left open when auto close out runs. Leave this blank to not void open tickets.

Auto complete rung out tickets
Setting this option to "Yes" will automatically complete any ticket that has been rung out but not yet completed (i.e. the "Complete Sale" button has not yet been pressed). This is compatible with automatically voiding open tickets - rung out tickets will be completed before open tickets are voided.

Run with unopened till
If set to "Yes", the auto close out process will run regardless of whether or not the till has been opened for the day. Set this value to "No" to prevent auto close out from running on days that your salon is not open, unless you do not require opening till counts.

Run with existing close out
If set to "Yes", the auto close out process will run even if the salon has already been closed out. Since the auto close out process does not update your over/short counts, setting this to "Yes" may make your over/short appear inaccurate.

Inventory

Setup Tab → Software Settings → System → Inventory

SuperSalon can be customized to handle a variety of inventory needs.

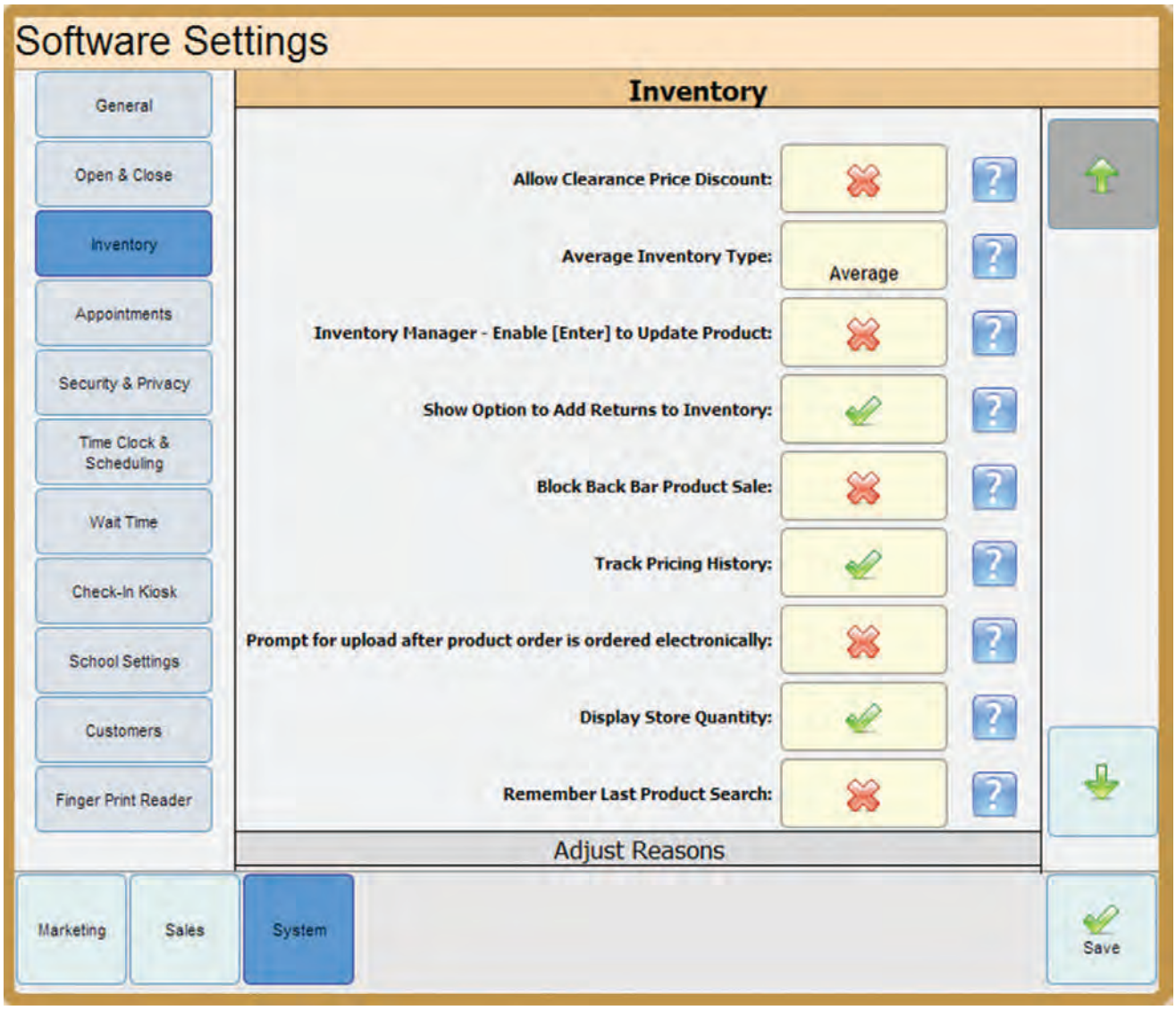


Figure 45 - Inventory Software Settings

Allow Clearance Price Discount

Average Inventory Type
Choose whether you wish to use a weighted average inventory type or not.

Inventory Manager - Enable [Enter] to Update Product
If you would like to use the Enter button on your keyboard to update products when using the Inventory Manager, enable this option.

Show Option to Add Returns to Inventory (Put Back on Shelf)
Enabling this option will allow you to choose whether an item being returned will be put back on the shelf or not. These buttons will show on the Additional Refund Information screen.

Block Back Bar Product Sale
Enable this option if you wish to prevent employees from selling Back Bar items. You must also select "Back Bar" from the Type drop down on the product record (Manager Tab → Products → Product Record → Type).

Track Pricing History
If this option is enabled, the system will track product pricing history. This is used in the Proof of Inventory report (Reports Tab → Retail → Proof of Inventory Report) to calculate the cost of goods sold in specific date ranges.

Prompt for Upload After Product Order is Ordered Electronically
If enabled, the system will prompt the user to upload after a product order is sent electronically.

Display Store Quantity
If enabled, the system will add a column on the Product Count List (Reports Tab → Mini-Reports → Product Count List) showing the current quantity on hand.

Remember Last Product Search
If enabled, the system will automatically fill in the last product searched on the Search Product List (Manager Tab → Products → Search Product List).

Adjust Reasons
These will show on the Inventory Manager when adjusting products in or out (Manager Tab → Products → Inventory Manager → Adjust In/Adjust Out).

Appointments

Setup Tab → Software Settings → System → Appointments

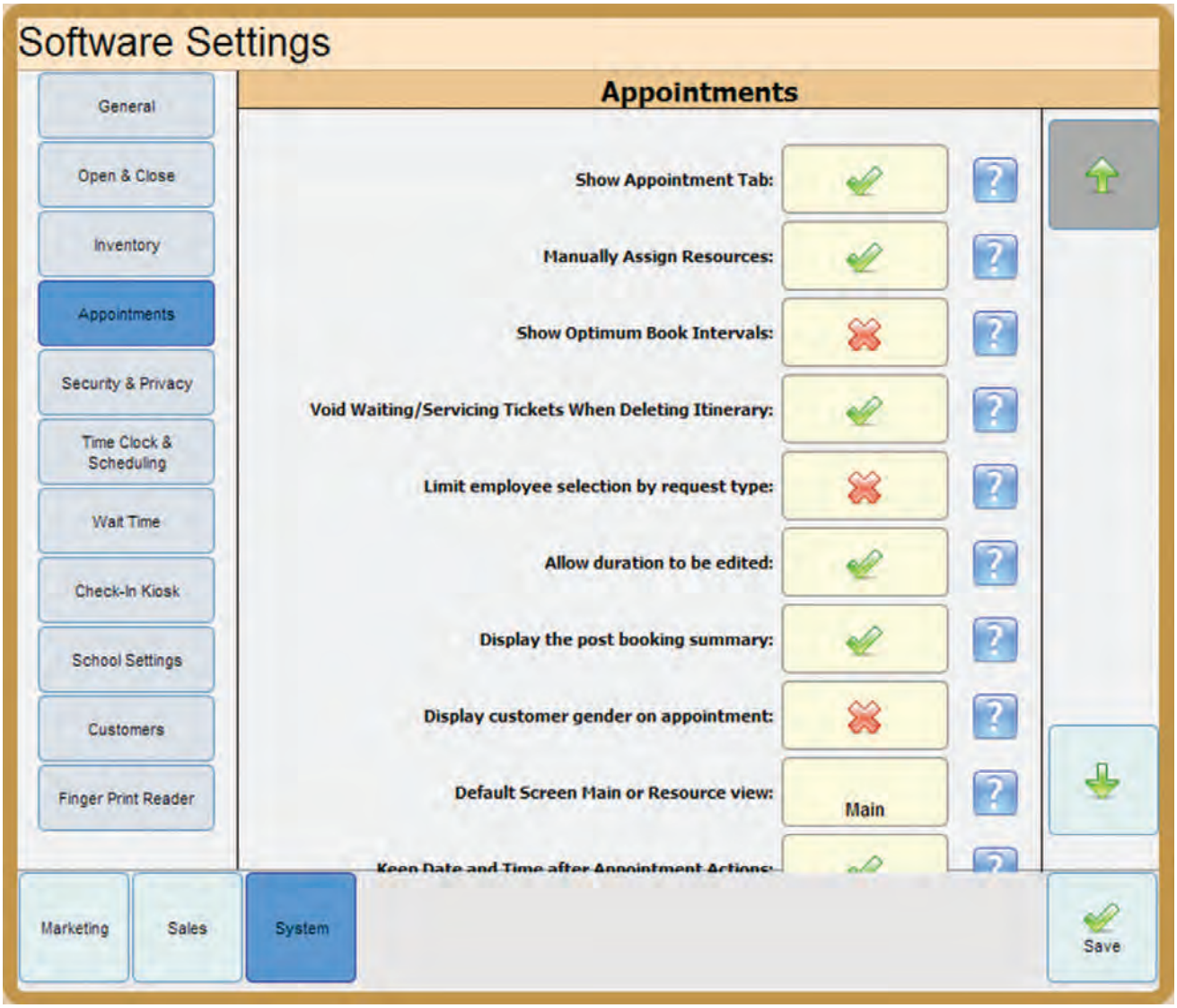


Figure 46 - Appointment Software Settings

Show Appointment Tab (Press F5 After Save Settings)
If you do not wish to use the appointment book screens, disable this line. The Appointment Tab will be removed.

Manually Assign Resources
When making an appointment you can manually assign resources to your customers or have SuperSalon assign your resources for you. To manually assign your resources enable this line (to set up resources select the Manager Tab → Resources).

Show Optimum Book Intervals
If this feature is enabled, you will be able to select an optimum booking interval from the Optimum Book Interval button on the employee General Information screen (Manager Tab → Employees → Select Employee → General button).

Void Waiting/Servicing Tickets when Deleting Itinerary
When this line is enabled, tickets associated with an appointment will be deleted from the Wait/Serve screen if the itinerary is deleted. If disabled, the itinerary will be deleted, but any ticket in the Wait or Serve column will remain.

Limit Employee Selection by Request Type
Enabling this line will filter the list of stylist available by the request type when making an appointment. In order for this to work properly, each employee must have a gender configured in their employee setup.

Allow Duration to be Edited
If you disable this line, you will not be able to edit the duration for appointments.

Display the Post Booking Summary
If this feature is enabled, the Appointment Booking Summary will pop up after creating an appointment.

Display Customer Gender on Appointment
If this feature is enabled, the customer gender will be displayed on the appointment.

Default Screen Main or Resource View
Here you can set your default Appointment screen to show resources or show employees.

Keep Date and Time After Appointment Actions
After booking an appointment for a future date, you have the option to return to today's date or keep the view on the future date. If this line is enabled, the Appointment book will return the view to today's date.

Track Booking and Editing Employees for Appointments
This option enables or disables the ability to track what user is creating or editing appointments. This information shows on the appointment popup when you select an appointment.

Track Request Types
Select "Yes" here to track request types.

Track Appointment Requests on Production Report
Enable this line to add appointment requests to the Production report.

Track Customer Sources
Selecting "Yes" here adds a popup to select the customer source while creating an appointment. Customer Sources can be edited/created at Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking.

Allow Request Types to be Edited After Appointment Creation
Enable this line to allow editing of request types after creating an appointment.

Allow Source to be Edited After Appointment Creation
Enable this line to allow editing of customer sources after creating an appointment.

Flash Notes button if Notes are Present
Selecting “Any” here will cause the Notes button on the Appointment Information screen to flash green, to let you know there are Itinerary notes and/or Internal notes. If you select “Internal” here, the Notes button will only flash if there are Internal notes. If you select “Itinerary” here, the Notes button will only flash if there are Itinerary notes. If you select “No” here the Notes button will not flash regardless of whether there are notes or not.

Days to Check for Duplicate Booking
Enter the number of days ahead you wish the system to check for duplicate bookings here. The system will notify you when you are double booked. If it is not necessary to have the system check for double booking, enter a "0" to disable.

Appointment Screen Timeout in Seconds
Enter a non-zero value here to require an employee to log in to the Appointment screen after the screen is idle for the entered number of seconds. Entering zero will disable this function.

Appointment Time Interval
Select your preferred appointment time interval. Intervals are in 15 minute increments.

Products Attached to Appointments Default to House Sale for Commission
A customer who has come in for an appointment may purchase a product at Check-Out. If this line is enabled, the commission for the product will be assigned as a house sale. If disabled, the stylist performing the services will receive the commission.

Security & Privacy

Setup Tab → Software Settings → System → Security & Privacy

Figure 47 - Security & Privacy Software Settings

Authentication Dialog Mode
By default, the Authentication box displays a list of individuals who are currently clocked in. If this option is disabled the authentication box does not display the name of anyone. Instead, in order to access screens that require a password, employees will be required to search for their name and then input their password. Employees who are not clocked in can be searched for.

Auto Log Out at Sales Screen (Press F5 After Save Settings)
Enabling this option will cause the Authentication Lock to close each time the Sales Tab is selected.

Allow Ticket to be Edited in Servicing
Enabling this line allows tickets to be edited after they are created. This option could assist in eliminating theft opportunity as otherwise an employee could change the customer name to a new one and effectively remove the original customer ticket.

Allow Editing of Previous Day Tickets
If this line is disabled, you will not be able to edit previous day's tickets.

Enable Upload Based Lock Down
If enabled will lock SuperSalon down if an upload has not occurred after a designated number of days. This is most commonly disabled.

Upload Lock Down Interval
The is the time frame set to initiate the lock down if an upload has not occurred.

Time Clock & Scheduling

Setup Tab → Software Settings → System → Time Clock & Scheduling

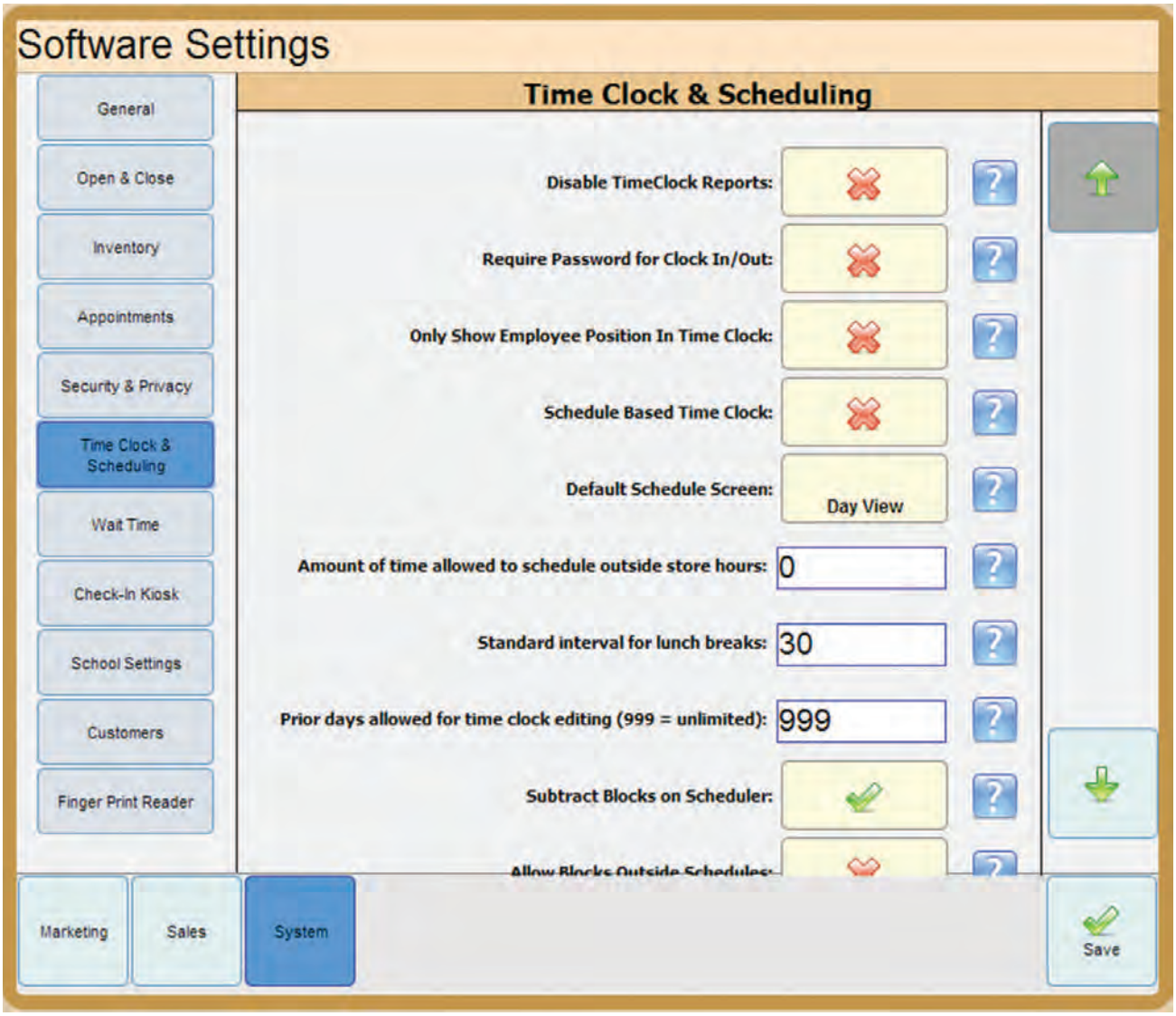


Figure 48 - Time Clock & Scheduling Software Settings

Disable Time Clock Reports
If this line is disabled, employees will not be able to print the Mini Production and Itemize Reports from the Time Clock.

Require Password for Clock In/Out
Enable this option to require employees to enter a password when clocking in on the Time Clock Tab.

Only Show Employee Position In Time Clock
When enabled, the position set for an employee in the general section of their Employee Setup (Manager Tab → Employees → Select Employee → General button) is the only position that will be available for them to clock in as under the Time Clock tab. Positions can be created under Setup Tab → Positions.

Schedule Based Time Clock
Enable this line to change the Time Clock to one that is schedule based. When schedule based Time Clock is enabled, employees are automatically clocked in based on the times they have been scheduled for under Manager Tab → Employees → Employee Scheduler.

Default Schedule Screen
If "Day View" is chosen, the scheduler will default to the current day. If "Schedule View" is selected, the Scheduler will default to the current week.

Amount of Time Allowed to Schedule Outside Store Hours
If you would like the ability to schedule employees outside of store hours, enter the amount of time here.

Wait Time

Setup Tab → Software Settings → System → Wait Time

Figure 49 - Wait Time Software Settings

Wait Time Calculation

Wait time calculation assigns customers to stylists based on which one is predicted to be available next. It calculates when a stylist will be done with their current customer (based on the stylist's set completion time) and then assigns the next customer in line (unless they have a request for a different stylist). This is based on the wait time or call ahead time of the ticket. Depending on the settings, it may factor in schedules. To see the mapping the system generates click on the wait time bar.

Wait Time Disabled

When this is set to yes, wait time calculation is turned off. Turned on, SuperSalon can continually calculate the approximate wait time for walk-in customers. This allows a receptionist to quickly give the customer a wait time quote. Disallow this line to prevent the system from using this calculation.

Default Service/Default Time
The call-ahead wait time is designed to assume that walk-ins may show up before the call-aheads arrive. To provide an accurate time estimate, SuperSalon pads the call -ahead time estimates to accommodate potential walk-ins. The service or time chosen here is the assumed service time of any potential walk-ins. Figure 49 shows the relationship between the wait time settings and the wait time bar on the sales tab.

Assumed Walk-In Rate %
This option creates a separate wait time bar for call-aheads, provided a number larger than 0 is used. The call ahead wait time bar is calculated based on the Default Service/Time selected and whatever percentage is used in this box. Locations that constantly have customers walking in may want to use a higher Assumed Walk-in Rate % so that their call ahead customers have a more accurate view of the potential wait time.

Wait Time Tuner %
This option will increase or decrease the walk-in wait time and the call-ahead wait time calculation by the specified percentage. It allows you to adjust the wait time estimator to your salon.

Wait Time Refresh Rate %
This option specifies how frequently the wait time will update on your sales screen. Lower numbers will increase accuracy but require more system resources.

Factor in Employees Schedules
When enabled, wait time calculations will consider employee schedules when determining the wait time. If set to "yes" and an employee is scheduled to come in within the current wait time, the wait time will reflect that accordingly. It will also take into consideration if an employee is blocked out for a period of time. If the employee does not clock in at their scheduled time the customer will be factored into another employees queue.

Factor in Appointments
This option determines whether or not pending appointments are factored into the current wait time. If enabled, it will automatically assign an employee's appointments to them. Employees will show up in the list even if they are not clocked in. If they do not take their appointment at its scheduled time the appointment will not be factored to anyone and the employee will not appear in the wait time list. Additionally, if an appointment is scheduled by resource, without an employee selected, it will put the appointment into an employee's queue that is available at that time.

Check-In Kiosk

Setup Tab → Software Settings → System → Check-In Kiosk

The optional **SuperSalon** Check-In Kiosk improves service and eliminates the sign in sheet. With the Check-In Kiosk stylist do not need to leave their existing customers to check in new customers. Customers use a touch screen touch screen to check themselves in and select services and other items you have set up to collect.

To configure your Kiosk select the Launch Kiosk Configuration button. The setup screen will launch in a new tab. There you will be able to enter your Welcome Text, decide whether to show the number of waiting tickets to your new customers, determine how much data you wish to collect from your customers, etc.

If you do not have the **SuperSalon** Check-In Kiosk and would like to learn more, please contact the Rogers' Sales department (888-458-1001 then press 3 or e-mail sales@rogerspos.com).

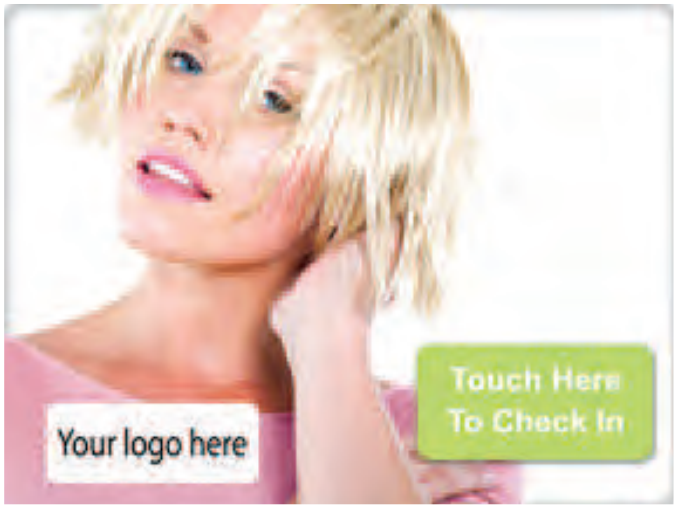


Figure 50 - SuperSalon Check-In Kiosk

School Settings

Setup Tab → Software Settings → System → School Settings

SuperSalon has many functions that apply to schools. Here is where you enable or disable these functions. When you enable School Functions several new fields and buttons appear throughout **SuperSalon**.

Setup Tab → School Settings — Use this screen to setup tuition types.

Manager Tab → School — Here you can enter or edit tuition payments made by students.

Reports Tab → School → Tuition Payments, Student Credit Totals, Student Credits, Student Grades — These reports shows tuition payments by type, date, amount, student name, student ID, student credits, and student grades.

Manager Tab → Close Out — Tuition payments are also listed in the Deposit Summary of the Close Out screen.

Customers

Setup Tab → Software Settings → System → Customers

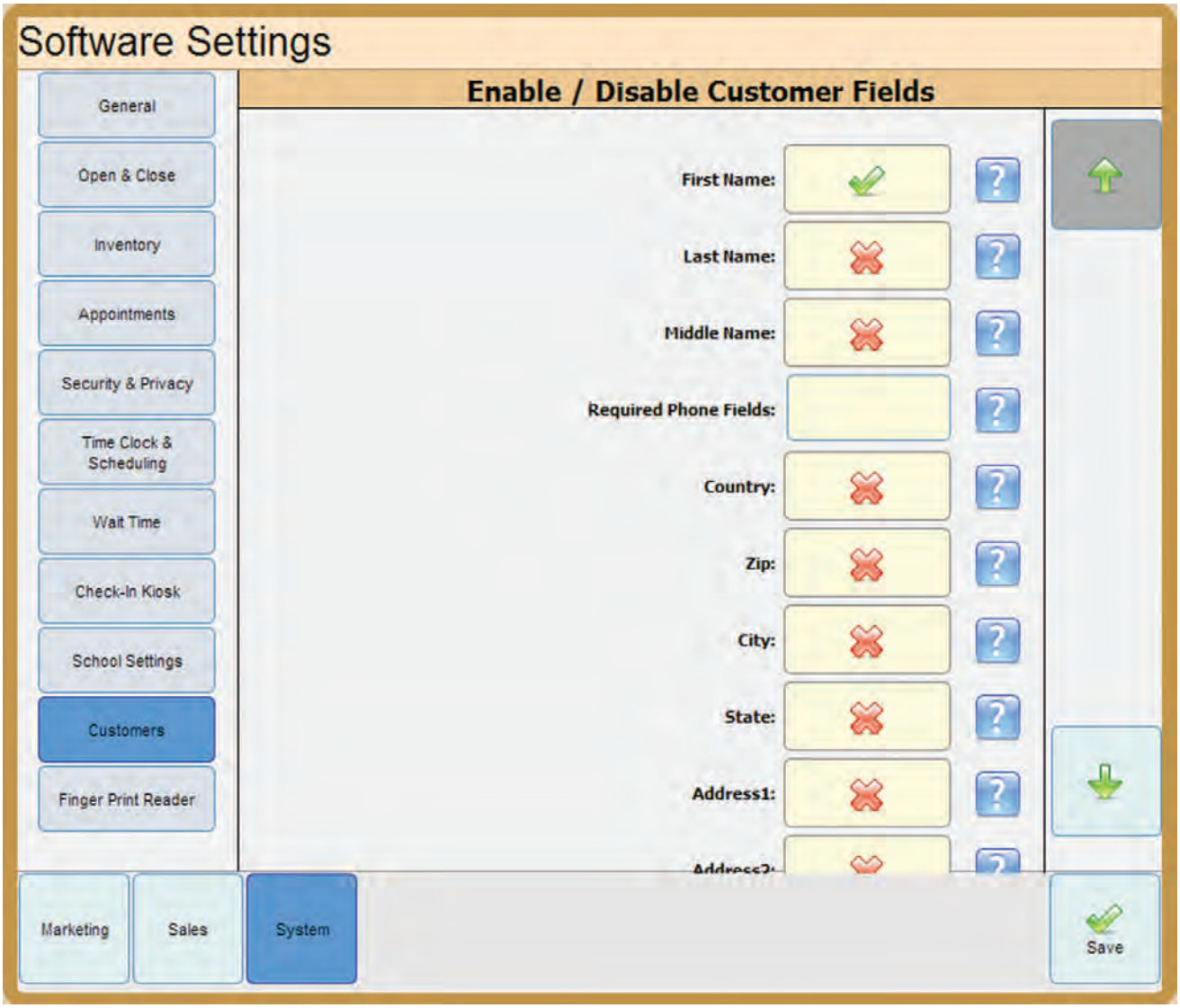


Figure 51 - Customers Software Settings

First Name
If enabled, the New Customer check-in will require the customers First Name to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Last Name
If enabled, the New Customer check-in will require the customers Last Name to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Middle Name
If enabled, the New Customer check-in will require the customers Middle Name to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Home Phone
If enabled, the New Customer check-in will require the customers Home Phone to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Work Phone
If enabled, the New Customer check-in will require the customers Work Phone to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Cell Phone
If enabled, the New Customer check-in will require the customers Cell Phone to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Country
If enabled, the New Customer check-in will require the customers Country to be selected from the drop menu before proceeding. An asterisk * will appear near each of the required fields while checking in.

Zip
If enabled, the New Customer check-in will require the customers Zip code to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

City
If enabled, the New Customer check-in will require the customers City to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

State
If enabled, the New Customer check-in will require the customers State to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Address 1
If enabled, the New Customer check-in will require the customers Address to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Address 2
If enabled, the New Customer check-in will require the customers Address to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

E-mail
If enabled, the New Customer check-in will require the customers E-mail address to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in.

Date of Birth
If enabled, the New Customer check-in will require the customers Date Of Birth to be entered before proceeding. An asterisk * will appear near each of the required fields while checking in

Gender
If enabled, the New Customer check-in will require the customers Gender to be selected from the pop-up menu before proceeding. An asterisk * will appear near each of the required fields while checking in.

Tickets & Sales

Setup Tab → Software Settings → Sales → Tickets & Sales

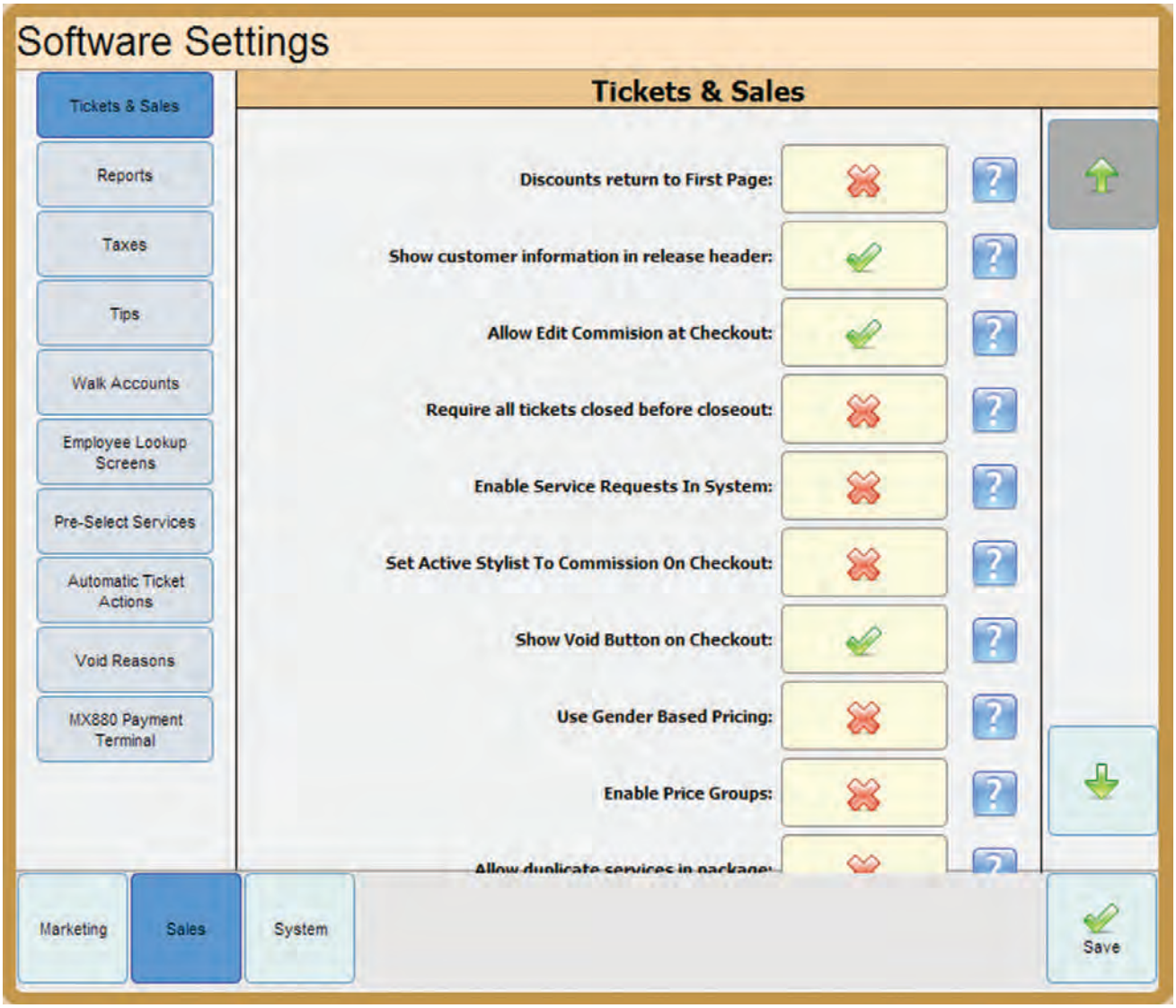


Figure 52 - Tickets & Sales Software Settings

Discounts Return to First Page
If enabled, during Check-Out the discount menu will remain open and reset back to page one of the discounts after a discount has been applied to a service/product.

Show Customer Information in Release Header
If enabled it will populate the top of the Chemical release with the Customer's Name, address and phone. It will leave blank information that is missing.

Allow Edit Commission at Checkout
If enabled, Users will be able to re-assign commission to a different stylist during Check-Out, eliminating the need to return the ticket back to waiting or servicing.

Require All Tickets Closed Before Closeout
If enabled, the following message will appear during close-out if there are any tickets left to be completed (whether they be in waiting, servicing or Check-Out): "There are # tickets still in Check-Out." All tickets must be completed or voided before the close-out can be completed.

Enable Service Requests in System
If enabled, customer check-in will allow services to be preselected prior to servicing.

Set Active Stylist to Commission on Checkout
If enabled, the stylist selected when a ticket is moved to servicing overrides any previously-assigned stylist for commission.

Show Void button on Checkout
If enabled, a void button will appear in the lower right hand corner of the Check-Out screen. This will allow you to void a ticket from the Check-Out screen. When disabled, you will be required to move the ticket back to servicing to void.

Use Gender Based Pricing
If enabled, Manager → Services → New/Edit Service will have two price fields available, one for Male and one for Female.

Tip: Be sure to enable "Gender" during customer check-in.

Enable Price Groups
Price Groups is a feature enabling you to set different service prices for employee groups. The feature allows three levels of pricing. The first level is the default price setup within the service. The second level is a group that you can identify new prices for each individual service, and then assign employees to be part of this price group. The third level is a Stylist specific price where you indicate that a stylist has a unique price for performing this service.

Allow Duplicate Services in Package
If enabled, when creating packages, you will be able to add duplicate services to the package.

Services buttons in Customer Lookup
If enabled, the Customer Look up screen with have the following buttons added to the menu. Open Till, More and Wait/Serve.

Allow Split Commission in Service Setup
If enabled, Manager → Services → Edit Service Menu → Number of Employees on Commission will become available. You can create a commission percentage to allow the service commission to be split between two or more employees on the same service during Check-Out.

Auto Prompt for Split Commission in Checkout
If enabled, any service listed with split commission will result with a pop-up during Check-Out forcing the user to select and end the commission split information.

Enable Auto Discounting
If enabled, Auto discounts allows you to set up a discount that will automatically be applied when a

ticket reaches a specified amount. This can be set to include services or products, or both.

Rearrange Details in Sales Register
If enabled, it rearranges the row layout on the Sales Register Report. The normal layout is Total, Discount, Tax Total, Net Amount, Basic, Cash, Card, Gift Voucher, Sales Redeem, Walkout, and Walkin. With the option turned on, this layout is changed to Basic, Total, Discount, Coupon, Tax, Net Amount, Cash, Card, Gift Voucher, Sales Redeem, Walkout, Walkin.

Round Off the Payment Amount
If enabled, on the Check-Out screen, transactions are automatically rounded to the highest or lowest number based on the decimal place. $1.49 or less will become $1 and $1.50 or greater will become $2. This change does not take place until the Payment screen of the Check-Out process.

Enable HUL Series Sale
This feature is not implemented for US locations.

Enable HUL Package Sale
This feature is not implemented for US locations.

Skip Ticket Options
Skip Ticket allows you to bypass the wait/serve screen while still obtaining customer information then moving the ticket directly to Check-Out once a service and stylist has been selected from the preselect menu.

Auto Complete All Tickets in a Multiticket
If enabled, all tickets that are part of a Multiticket will automatically be completed once the Check-Out process is finished.

Ringout Sale Automatically
If enabled, once a payment amount/type is selected on the Check-Out screen, the ticket will automatically ring itself out.

Complete Sale Automatically/Number of Seconds to Wait on Auto Complete Ticket
If enabled, once a ticket has passed the ringout phase of Check-Out, the ticket will automatically complete itself taking the user back to the Sales or Appointment tab depending on "Default Screen" settings. After enabling the setting, be sure to enter the number of seconds to wait after ringout that you want the ticket to complete.

Automatically Void Waiting Tickets After
This option will automatically void tickets that are still in waiting based on the numerical value entered in the box.

Show Clocked in Employees on Lookup Screen by Default
Enable this option to show all employees who are clocked in on any of the employee lookup screens.

Show Non Clocked in Employees on Lookup Screens
Enable this option to show all employees who are not clocked in on any of the employee lookup screens.

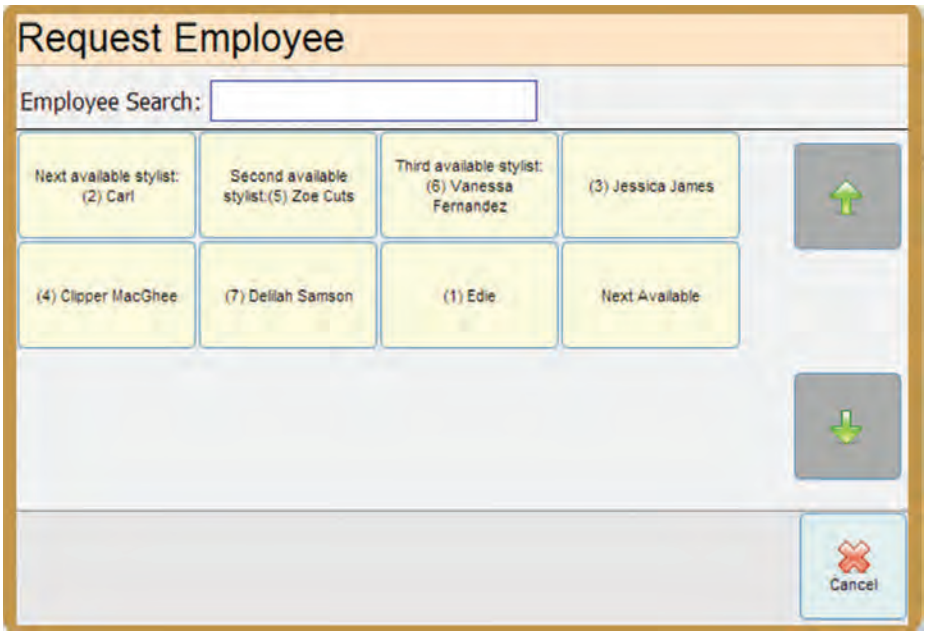


Figure 53 - Employee Select Screen

Display 'Next Available Stylist'
Enable this option to use the Next Available Stylist algorithm.

Use Logged in Employee as Receptionist
Enable this option to have the receptionist selection screen default to the authenticated user in SuperSalon. If this option is off, the user is required to select the employee.

Allow Selection of "House Sale" for Ticket Receptionist
Enable this option to enable House Sale as a selectable employee. If this option is disabled, then House Sale will not show up on any of the employee lists.

Default Employee List for Employee Selection
Select the default employee type to have show up in the employee selection screen. The available options are "All Active", "Clocked In", and "Production."

Default Employee List for Quick Sale Tickets
Select the default employee type to have show up in the employee selection screen when creating a Quick Sale. The available options are "All Active", "Clocked In", and "Production."

Default Checkout List
Select whether to display the Service Quick Keys (Manager → Service → Quick Keys), full service list, or full product list on the Check-Out screen. This option does not affect what appears in the Actions Menu.

Allow Services to be Pre-Selected
Enable this option to allow services to be pre-selected during new ticket creation.

Sort Pre-Selected Services by
Toggle this option to switch the order of pre-selected services by either code or description.

Require Pre-Selected Services
Enable this option to require employees pre-select services during new ticket creation.

Pass Pre-Selected Services to Check-Out
Enable this option to allow services that have been pre-selected to move to the check-out screen. If this option is disabled, services will need to be selected again once the ticket moves to check-out.

Show Service Price When Pre-Selecting Services
Enable this option to display the service price when pre-selecting services during new ticket creation.

Void Reasons
Enter the void reasons for your location here. There are 10 available slots.

Reports

Setup Tab → Software Settings → Sales → Reports

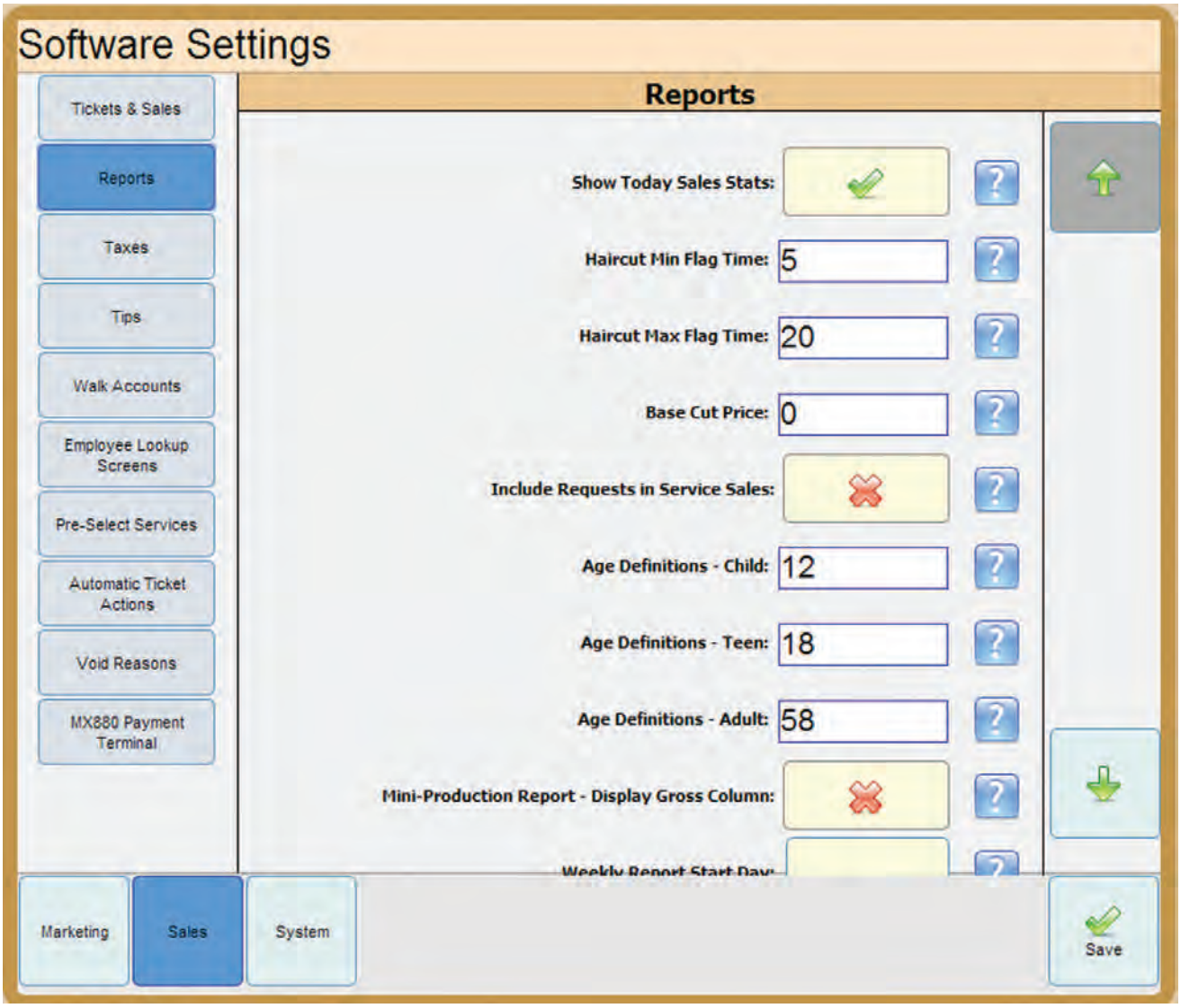


Figure 54 - Report Software Settings

Show Today Sales Stats
If enabled, Users will be allowed to view Sales Stats by selecting the More button on the Sales tab. Stats include the number of tickets in waiting, in servicing, completed, voided, and the totals of all tickets included in these stats.

Haircut Min Flag Time
Specify a minimum flag time for haircuts for anti-theft. If an employee performs a service without entering it in the computer, but enters it at the last minute because the customer wants a receipt, or because another employee arrives, this will be flagged.

Haircut Max Flag Time
Specify a Maximum flag time for haircuts for anti-theft. If a haircut typically takes 15 minutes, you might set the maximum to 20 minutes. If a haircut takes 40 minutes it will be flagged. Sometimes this can indicate that a more expensive service was performed, but the employee only entered a haircut and kept the extra money.

Base Cut Price
Used in the reports system to determine the cuts per hour equivalent when other services are figured into production.

Include Requests in Service Sales
If enabled, requests will be listed as service on the Production report.

Age Definitions - Child/Teen/Adult
Customize your customer age group. If you are using the Customer Database, customers will be tracked automatically based on their birthday.

Mini-Production Report - Display Gross Column
If enabled, this feature will add a Gross $ column to the Sales Summary on the Mini-Production Report.

Weekly Report Start Day
Specify the day of the week you would like the Weekly Report to start from. Try to match this day with your pay period to reduce confusion.

Show 'Additional Time' as 'Personal Time'
Enable this option to change 'Additional Time' to show as 'Personal Time' on the Timecard Report (Reports → Payroll → Timecard). This change is purely cosmetic.

Tips

Setup Tab → Software Settings → Sales → Tips

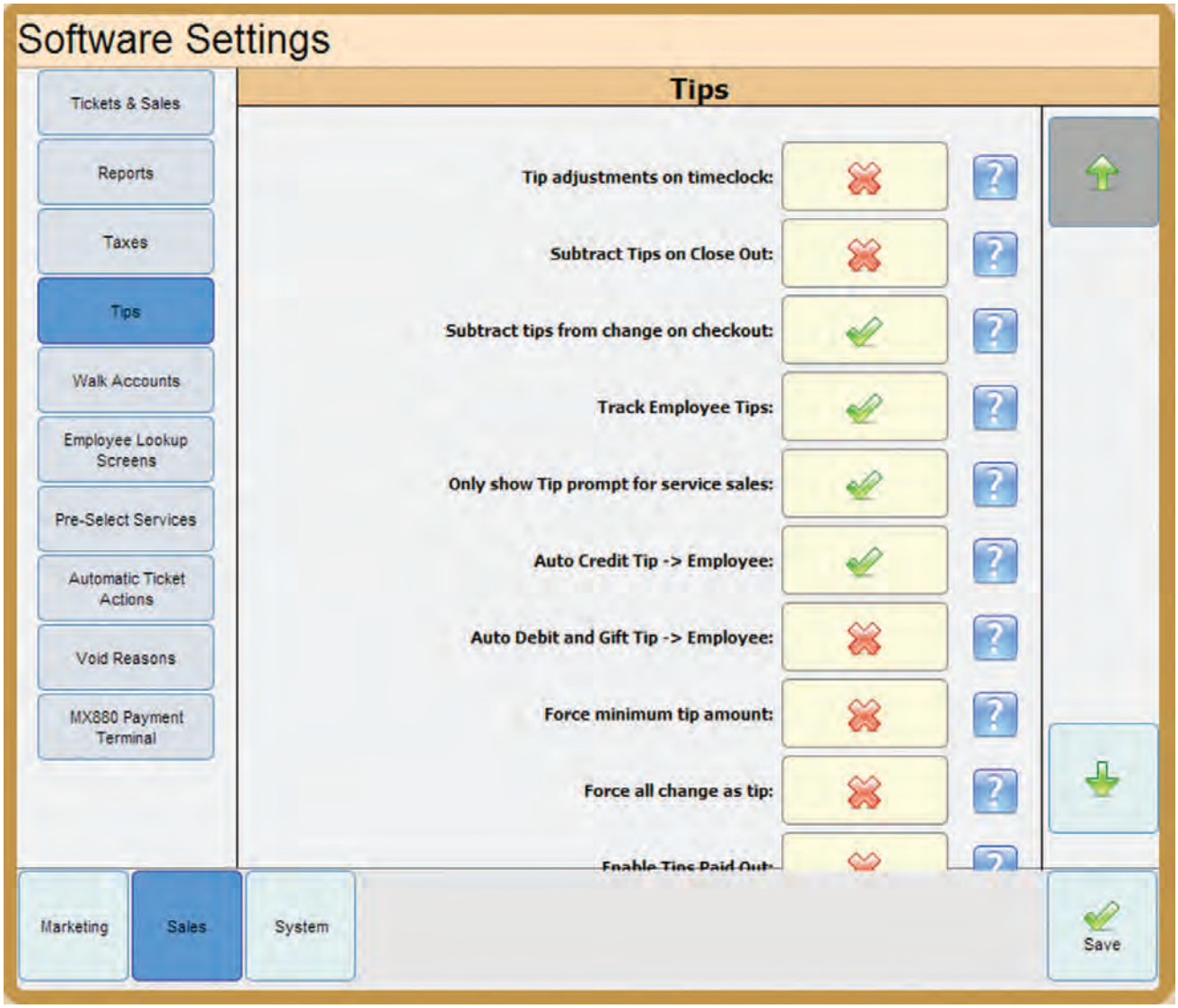


Figure 55 - Tip Software Settings

Tip Adjustments on Timeclock
If enabled, this feature adds a Tip Adjustment field on the Time Clock. This field allows users to adjust their tips in the event they were entered incorrectly.

Subtract Tips on Close Out
If enabled, tips will be included in the total dollar amount to be balanced at Close Out. A line is also added to the Close Out to add in the amount of tips.

Subtract Tips From Change on Checkout
If enabled, the system will automatically display the change with the tip subtracted so that the user knows exactly how much to take from the drawer that doesn't include the tip.

Track Employee Tips
If enabled, an additional pop-up will be displayed on the check-out screen. This screen allows the user to enter tip amounts for additional employees involved in the transaction.

Only Show Tip Prompt for Service Sales
If enabled, the popup for tips will only be presented for service sales.

Auto Credit Tip → Employee
If enabled, a "Keep the Change" feature will automatically track tips which are generated from a credit card transaction. When a credit card is processed through SuperSalon's integrated card processing system and a tip is entered, the tip amount automatically gets put into the "Employee Tips" box. These tips are carried over to the Payroll Report.

Force Minimum Tip Amount
If enabled, sets a mandatory tip of at least $1.00 for all transactions in instances where a customer give an employee a tip.

Force All Change as Tip
If enabled, sets all change as the tip amount.

Enable Tips Paid Out
If enabled, adds an Employee Tips button to the Open Till Section.

Allow tips to be adjusted negatively
If enabled, SuperSalon will allow tips to be adjusted negatively in the TimeClock Tip Adjustment section.

Credit Card Tip Warning
If enabled, the system will warn the user if a tip exceeds a certain percentage of the total amount of a ticket, enter the percentage in this field. Enter 0 to disable.

Allow Tip Limit
If enabled, SuperSalon will allow a tip limit.

Tip Limit Percentage
Enter the Tip Limit percentage. This feature runs in tandem with "Allow Tip Limit".

Walk Accounts

Setup Tab → Software Settings → Sales → Walk Accounts

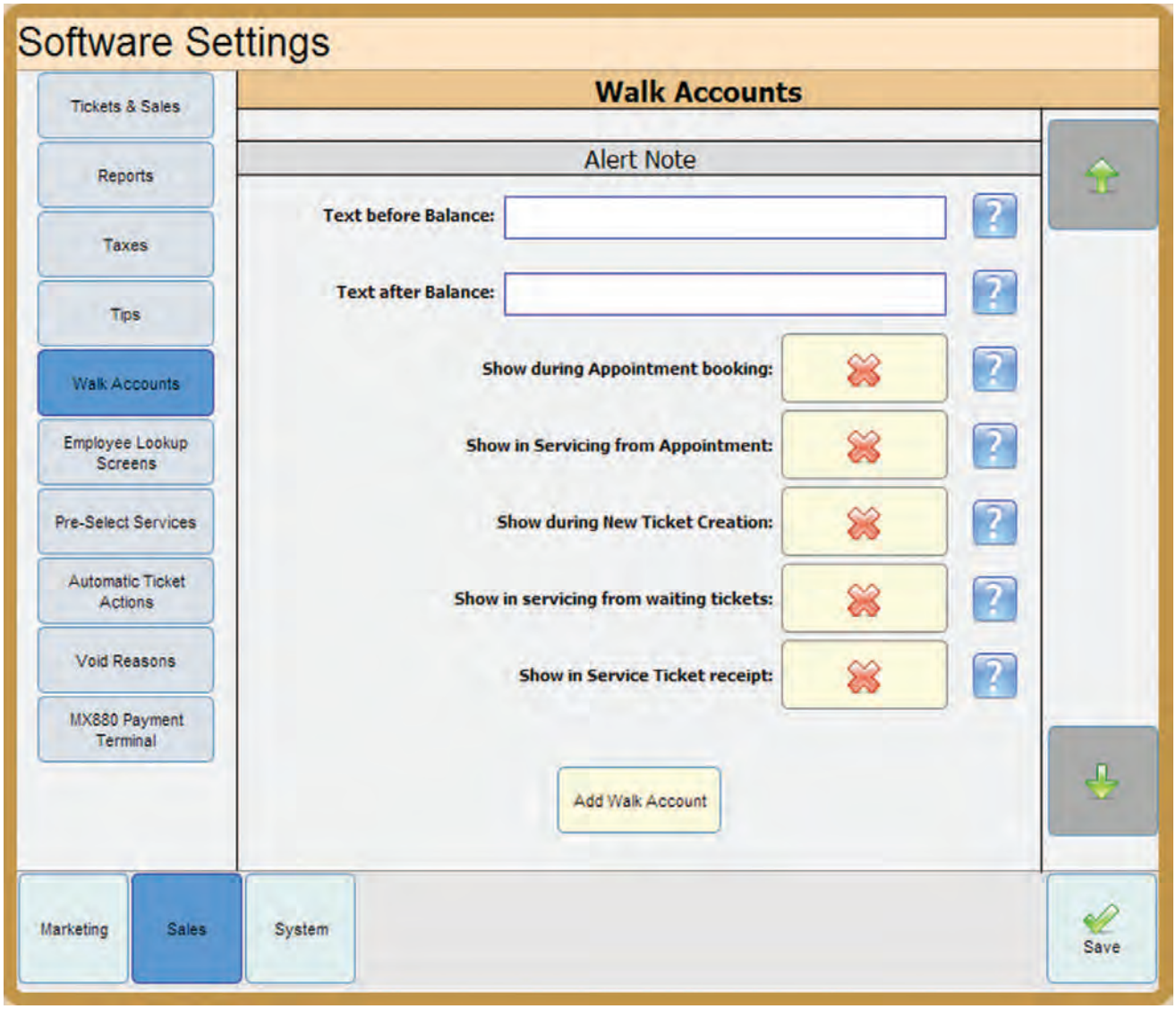


Figure 56 - Walk Account Software Settings

Text Before Balance
Enter the text you would like to display before any transactions are set up. For example: "Customer owes the following amount".

Text After Balance
Enter the text you would like to display after any transactions are paid.

Show During Appointment Booking
If enabled, Alert note(s) will prompt during Appointment booking.

Show in Servicing From Appointment
If enabled, Alert note(s) will prompt during the Servicing of an Appointment booking.

Show During New Ticket Creation
If enabled, Alert note(s) will prompt during New Ticket Creation.

Show in Servicing From Waiting Tickets
If enabled, Alert note(s) will prompt when the ticket is in waiting.

Show in Service Ticket Receipt
If enabled, Alert note(s) will prompt during Servicing.

Add Walk Account
Create new walk accounts. Each account requires a code, a name, and a type. The available types are in or out.

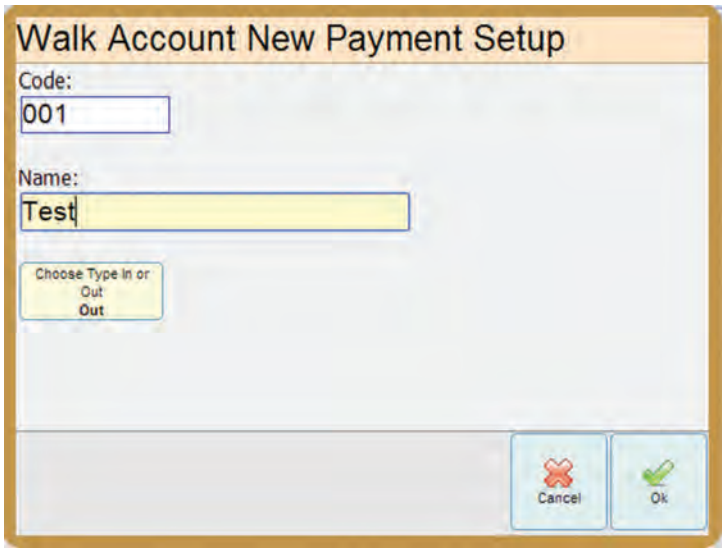


Figure 57 - New Walk Account Setup

SMS & E-mail

Setup Tab → Software Settings → Marketing → SMS & E-mail

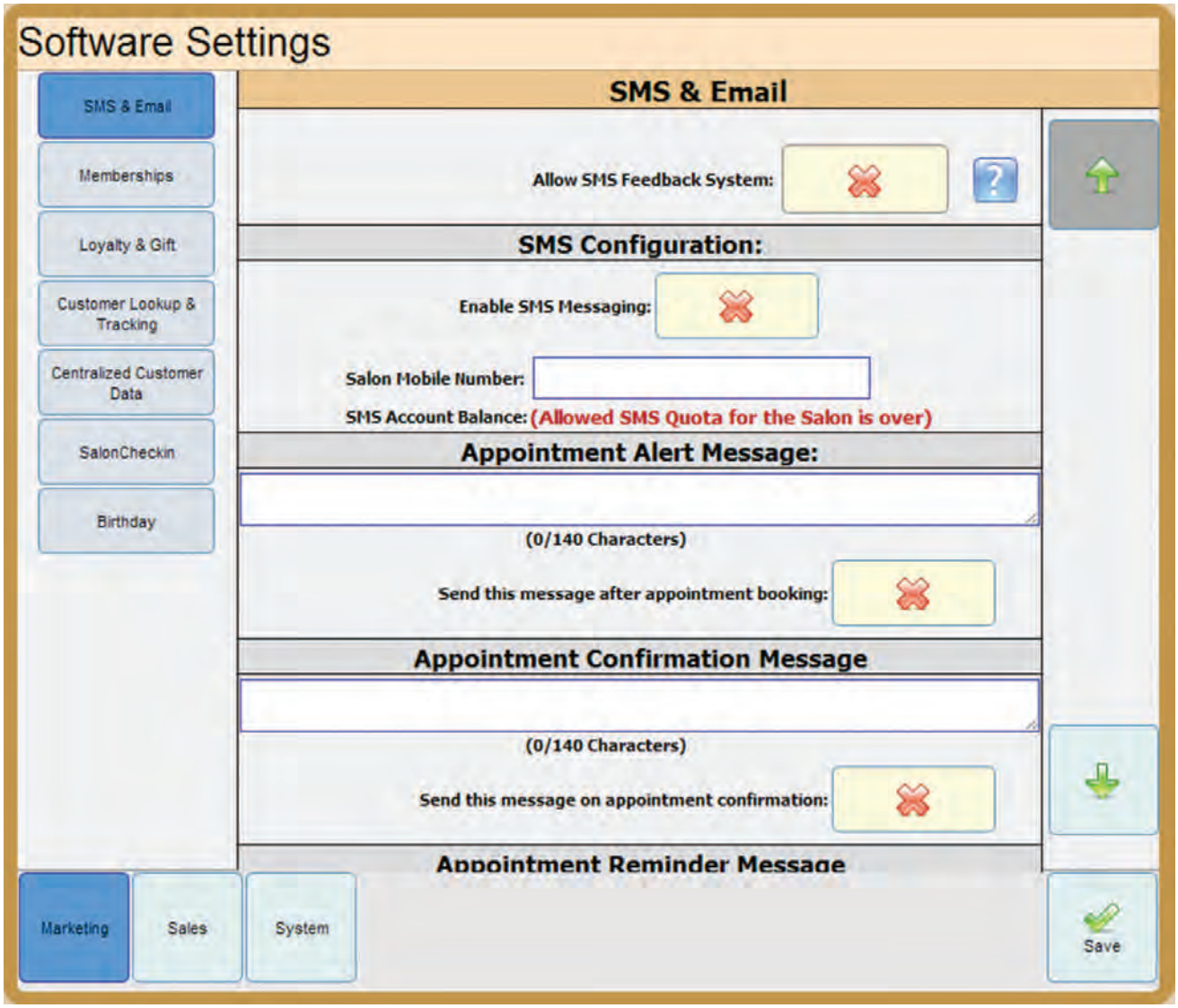


Figure 58 - SMS & E-mail Software Settings

Allow SMS Feedback System
If enabled, the SMS feature can be used to instantly communicate with customers. It can provide electronic receipts, thank you's, reduce customer no-shows, increase customer return rate, send promotional messages, and send "Happy Birthday" message.

Tip: SuperSalon staff needs to enable SMS for your account. You will need to select which stores will be active.

Enable SMS Messaging
If enabled, the SMS Feature will become active in the POS. SuperSalon only sends SMS messages to customers who are set to receive them. In order to opt customers in, select "Yes" under allow SMS on the customer record (Manager Tab → Customers → Customer Search → Select Customer → Allow SMS).

Salon Mobile Number
Enter your Salon Mobile Number

SMS Account Balance
SMS messages must be purchased through SuperSalon Accounting to use the SMS system. This field will let you view your balance.

Appointment Alert Message
Enter the message you want be sent out to customers after booking an appointment. In order for the message to be sent, "Send this message after appointment booking" will need to be enabled. There is a 140 character limit.

Appointment Confirmation Message
Enter the message you want be sent out to customers after confirming an appointment. In order for the message to be sent, "Send this message on appointment confirmation" will need to be enabled. There is a 140 character limit.

Appointment Reminder Message
Enter the message you want to be sent out to customers as a reminder for an appointment. In order for the message to be sent, "Send reminder (X) hours before appointment time" will need to be enabled. There is a 140 character limit.

Checkout Alert Message
Enter the message you want to be sent out to customers after Check-Out. In order for the message to be sent, "Send message (X) minutes after checkout" will need to be enabled. There is a 140 character limit.

Return Visit Reminder Message
Enter the message you want to be sent out to customers as a reminder to return to the salon. In order for the message to be sent, "Send message (X) days after checkout" will need to be enabled. There is a 140 character limit.

Birthday Alert Message
Enter the message you want to have sent out to customers as a congratulation for their birthday. In order for the message to be sent, "Send message (X) days before customer's birthday" will need to be enabled. As an additional option, it is possible to configure a send time. The format should be as follows (HH:MM AM) or (HH:MM PM).

Memberships

Setup Tab → Software Settings → Marketing → Memberships

Figure 59 - Membership Software Settings

Enable Membership Auto Discounting
If enabled, a customer who has purchased a Membership will have the membership discount automatically applied at the Check-Out screen.

Loyalty & Gift

Setup Tab → Software Settings → Marketing → Loyalty & Gift

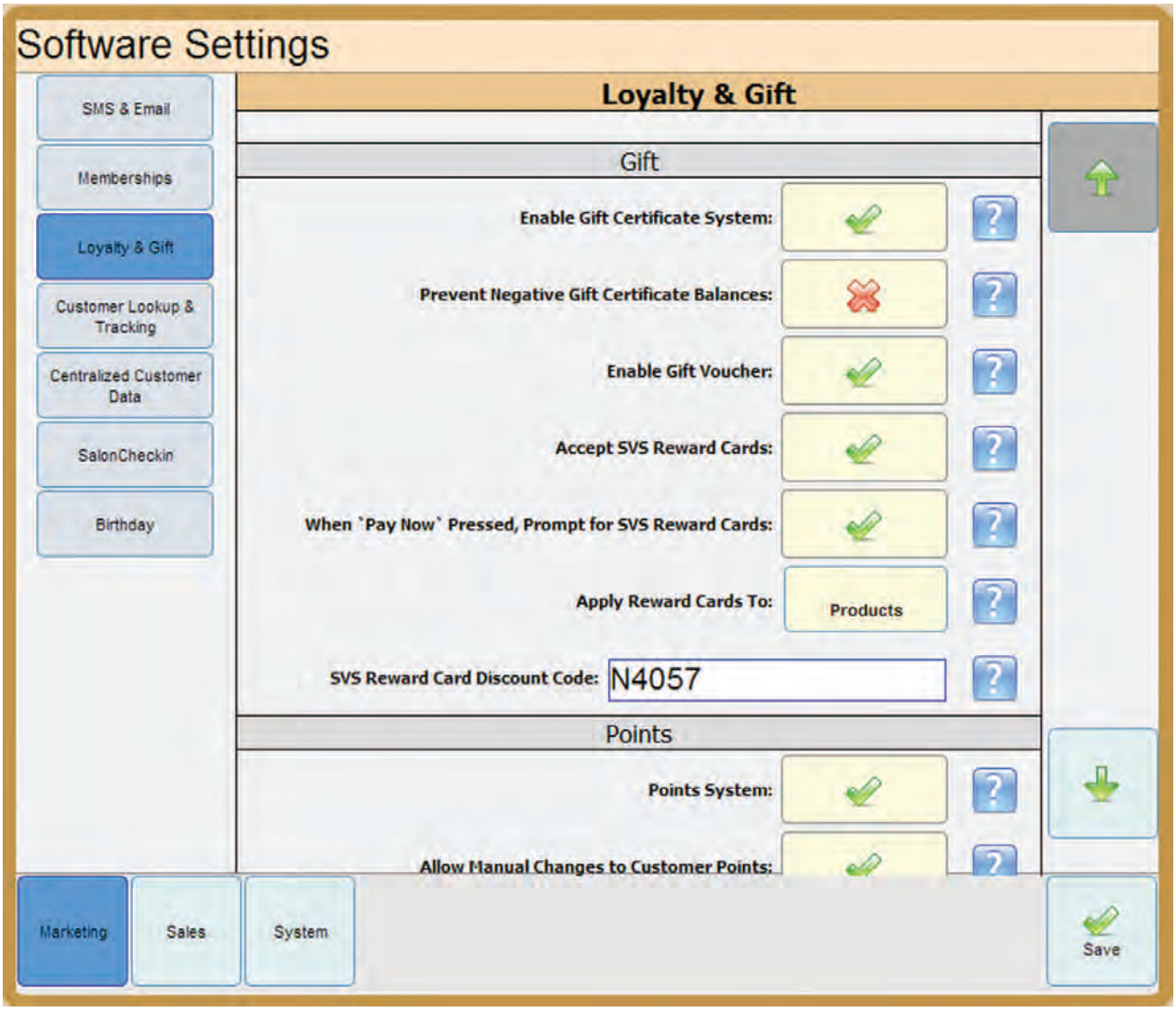


Figure 60 - Loyalty & Gift Software Settings

Enable Gift Certificate System
If enabled, a Gift Certificate feature will be added to the Check-Out screen for the sale of gift certificates as well as a gift certificate look-up and payment button enabled on the Payment screen.

Prevent Negative Gift Certificate Balances
If enabled, this feature to prevent negative gift certificate balances and deter possible theft. If disabled, users will be allowed to redeem gift certificates with negative balances. If you are new to SuperSalon and still need to redeem gift certificates from an old POS, then you may want to disable this.

Accept SVS Reward Cards
If enabled, you will be allowed to issue and redeem SVS gift cards. Once enabled, navigate to Setup

Tab → Payment Methods → Gift Card Processor Setup → SVS to enter your SVS information.

When 'Pay Now' Pressed, Prompt for SVS Reward Cards
If enabled, a pop-up menu will request the customers SVS reward card when selecting Pay Now. This can be cancelled if the customer does not have a SVS card.

Apply Reward Cards to
Specify if whether you want Reward Cards to apply to products, services, or both.

SVS Reward Card Discount Code
Specify the SVS Reward Card discount code here.

Points System
If enabled, the Points System allows you to assign point values to services and products. When the customer points system is enabled, new sections relating to the customer points system will appear throughout SuperSalon.

Manager → Services — Use this screen to set the credit points, redeem points, and discounts used to redeem points for services.

Manager → Products — Use this screen to set the credit points, redeem points, and discounts used to redeem points for products.

Sales → Check-Out — In the check-out screen, you will be able to redeem the customer's points.

Reports → Customer Points — This report shows the total points credited, points redeemed, and dollar amount of the discounts used to redeem customer points.

Allow Manual Changes to Customer Points
If enabled, Users will be able to adjust customer points under Manager tab → Customers → Customer Panel.

Add Points When Redeemed
If enabled, Customers will obtain additional points while redeeming points for service(s) and or product(s).

Add Loyalty Card on Add Customer Screen
If enabled, this feature will add the ability to include Loyalty card information on the New Customer check-in screen.

Loyalty Cards Able to Track Commissions
If enabled, this feature will credit stylists with Loyalty card transactions, disabling will always credit these to House.

Customer Lookup & Tracking

Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking

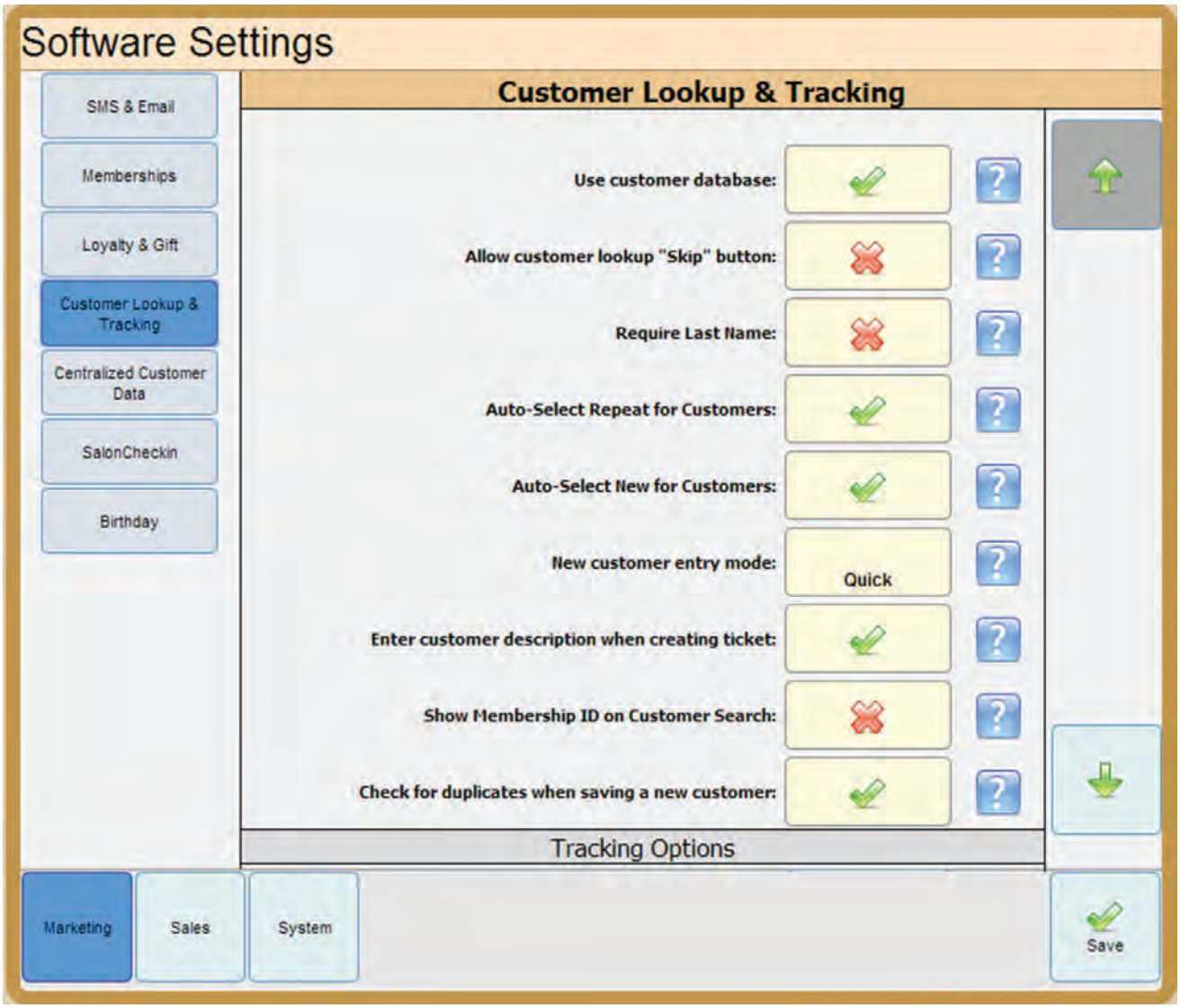


Figure 61 - Customer Lookup & Tracking

Use Customer Database
If enabled, the customer lookup screen will appear when the New Ticket button is selected. While enabled, all customer data is stored and return visits from the customers will append to their existing history. If disabled, the customer lookup screen is skipped and users are directed to the new ticket creation screen. If the customer database is disabled, you can still enter a customer name for the ticket, but customer history will not be maintained.

Allow Customer Lookup "Skip" button
If enabled, a Skip button is available at the bottom of the Customer Search screen allowing users to proceed without entering a customer name.

Require Last Name
If enabled, Customer(s) last name will be required throughout various Super Salon features.

Auto-Select Repeat for Customers
If enabled, the "Repeat" box for customers who have previously been entered into the database will be selected automatically.

Auto-Select New for Customers
If enabled, a new customer added to the Super Salon Database will automatically be selected as "New".

New Customer Entry Mode
Toggle for the desired type of new customer entry mode. The available types are:

> Traditional — In the traditional mode, the customer database fields flow in a traditional manner: name, address, city, state, zip code.
>
> Quick — In the quick mode, the most common customer information is arranged first. Also, the zip code field comes before city, state, etc. which populate based on the zip code entered.

Enter Customer Description When Creating Ticket
If enabled, this feature will provide a Description field for new tickets. Enter a visual characteristic of the customer, this allows staff to view the details on the ticket while in waiting and approach the customer, rather than calling out for the customer by name.

Show Membership ID on Customer Search
If enabled, Membership ID will appear next to customer(s) name during the customer search.

Customer Gender
Toggle for the desired customer demographic collection method. Yes will allow the selection, Required will allow the selection as well as make it required to progress the ticket past customer entry, and No will not provide an option for selection.

Customer Age
Toggle for the desired customer demographic collection method. Yes will allow the selection, Required will allow the selection as well as make it required to progress the ticket past customer entry, and No will not provide an option for selection.

Customer Source
Toggle for the desired customer demographic collection method. Yes will allow the selection, Required will allow the selection as well as make it required to progress the ticket past customer entry, and No will not provide an option for selection.

Require New/Recurring
Enable to require the selection of New or Recurring for customers during new ticket creation.

Require Quick Sale Demographics
If enabled, users will be able to enter customer information when selecting Quick Sale. Typically Quick Sales are reserved for product only sales.

Current Offer
Toggle for the desired customer demographic collection method. Yes will allow the selection, Required will allow the selection as well as make it required to progress the ticket past customer entry, and No will not provide an option for selection.

Default Gender for New Customer
Toggle the desired gender that new customer's will default. Available options are Male, Female, and No Default.

Customer Sources
Enter Customer Sources and their Codes here. There are 6 available slots.

Centralized Customer Data

Setup Tab → Software Settings → Marketing → Centralized Customer Data

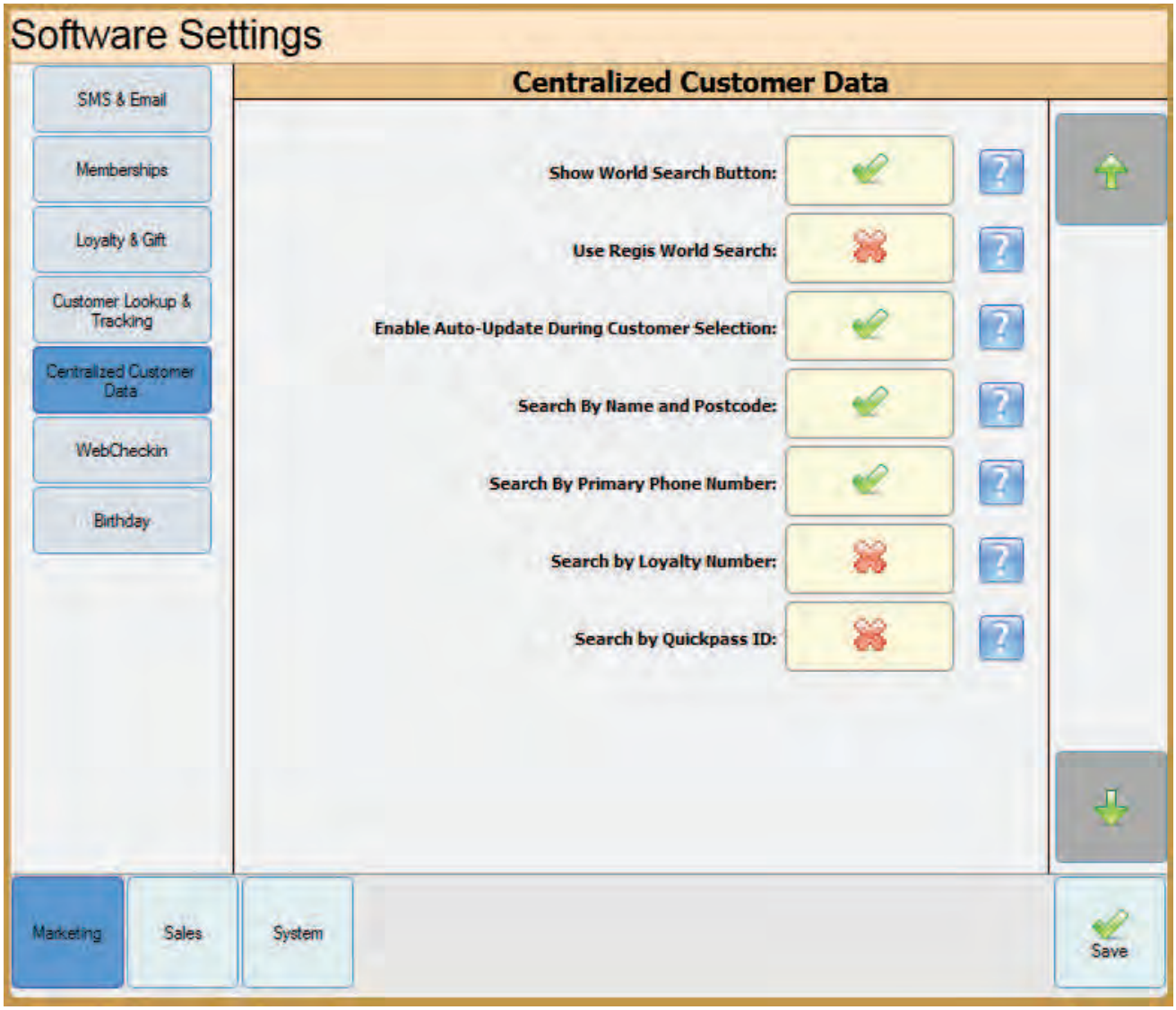


Figure 62 - Centralized Customer Data Software Settings

Show World Search button
If enabled, the New Ticket Customer Search screen will display a new feature, World Search. If your salons are using World Search - World Customer Database (WCD), this feature will allow you to search for customers from all your grouped salons allowing you to access your customers full history, color information, etc. By default, this option is not available. SuperSalon technical support will need to enable this for your location (Contact 888-458-1001 ext 1 or support@rogerspos.com).

Use Regis World Search
World Search managed and maintained by Regis. If you are a Regis Franchisee and you would like to use the Regis WCD, contact your Regis Representative.

Enable Auto-Update During Customer Selection
Enable to have the system automatically update customer information during customer selection.

Search by Name and Postcode
If enabled, World Search will search for customers by their Name and Postal code.

Search by Primary Phone Number
If enabled, World Search will search for customers by their Phone Number.

Search by Loyalty Number
If enabled, World Search will search for customers by their Loyalty Number.

Search by Quickpass ID
If enabled, World Search will search for customers by their Quickpass ID.

WebCheckin

Setup Tab → Software Settings → Marketing → WebCheckin

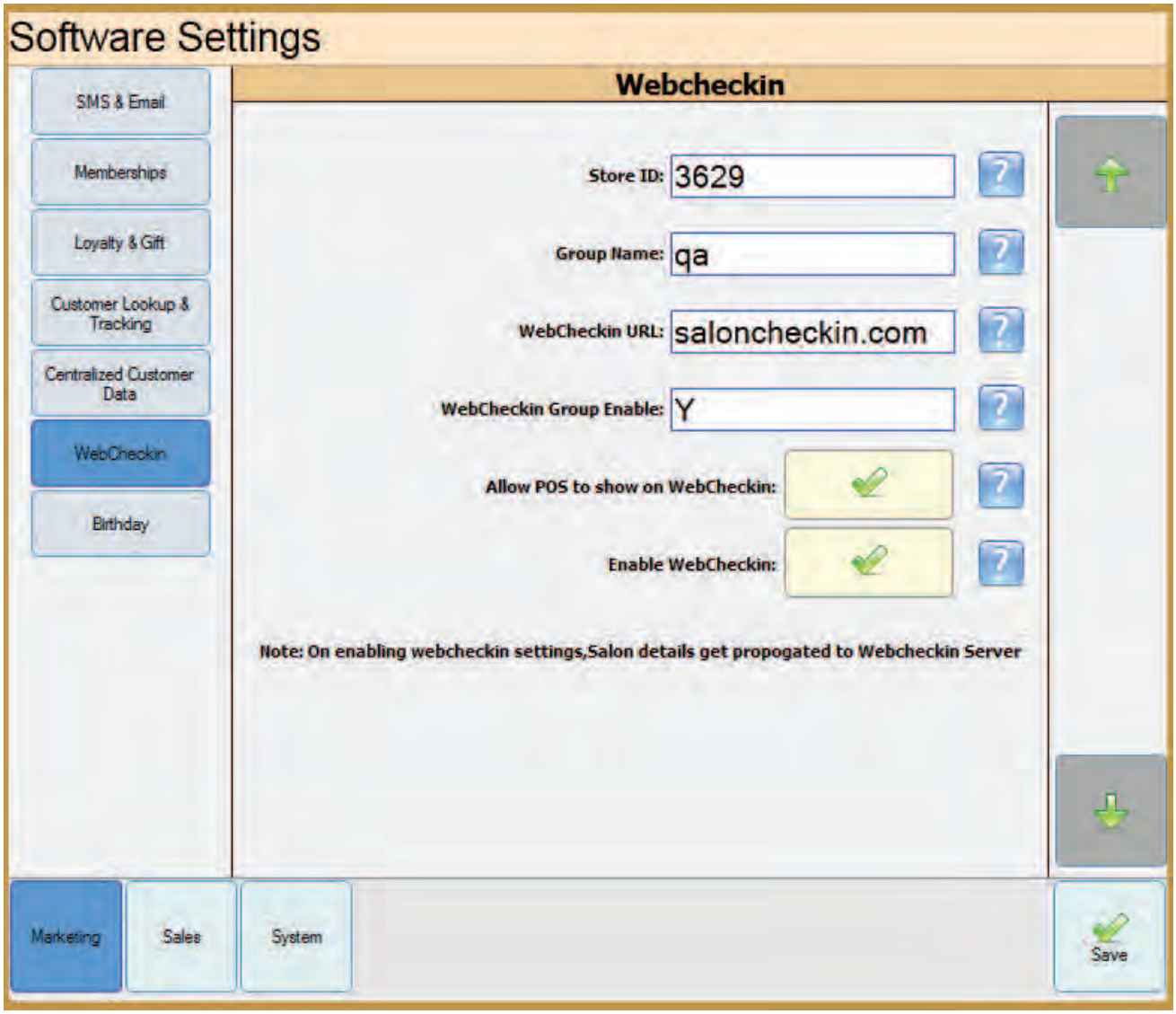


Figure 63 - WebCheckin Software Settings

WebCheckin Settings

These options are not available by default. If you wish to use the WebCheckin feature, allowing customers to check into your salon for appointments and call aheads via the internet, then **SuperSalon** technical support will need to be contacted to enable it for your location (888-458-1001 ext. 1 or support@rogerspos.com).

Tip: Once enabled, do not change any of the settings present on this page, doing so could result in the feature not working properly.

Birthday

Setup Tab → Software Settings → Marketing → Birthday

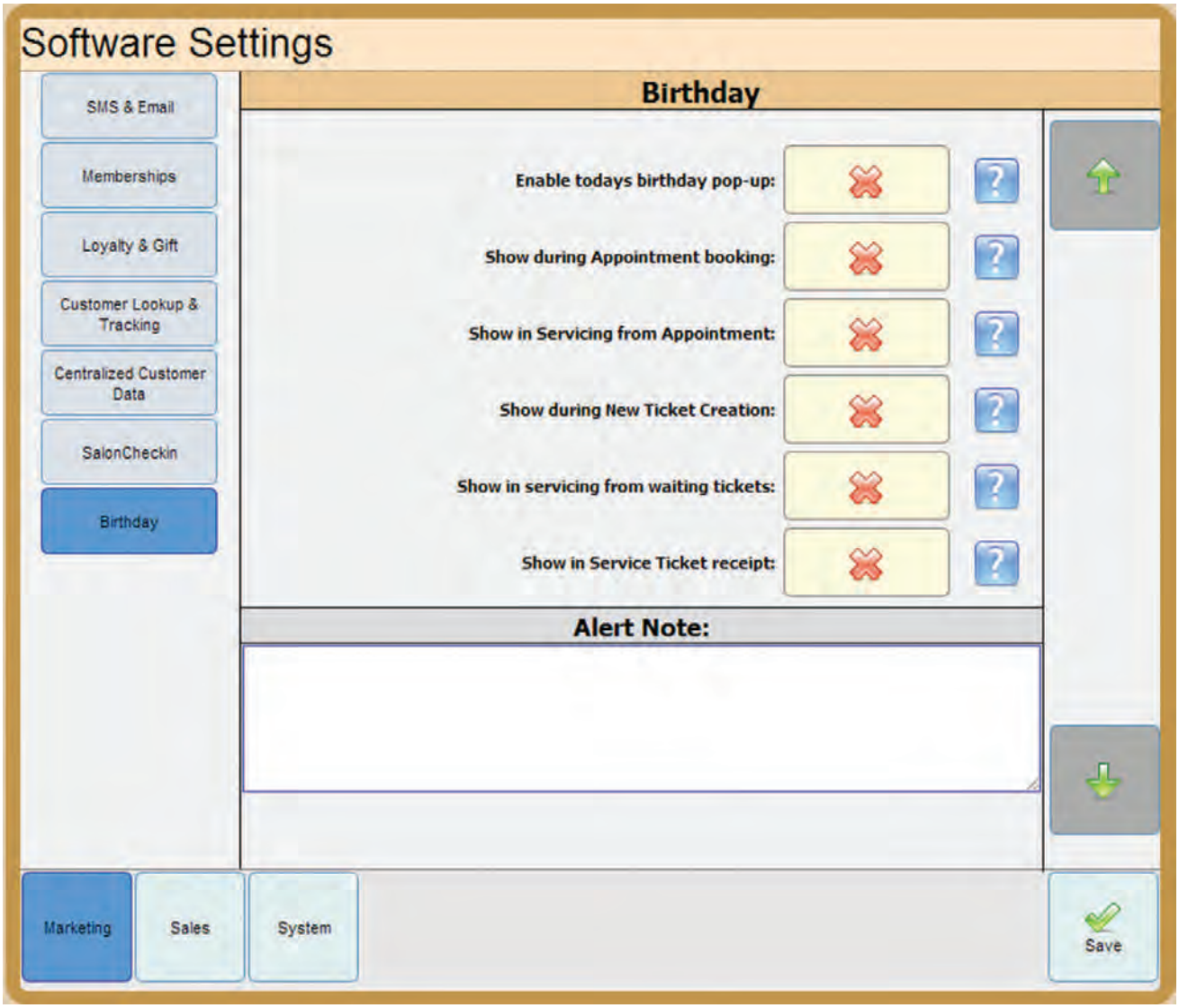


Figure 64 - Birthday Software Settings

Enable Today's Birthday Pop-Up
If enabled, a customer's birthday notice will appear with the selected Alert Note entered below.

Show During Appointment Booking
If enabled, the birthday pop-up alert note will appear during Appointment Booking.

Show in Servicing From Appointment
If enabled, the birthday pop-up alert note will appear when servicing an appointment.

Show During New Ticket Creation
If enabled, the birthday pop-up alert note will appear when creating a New Ticket.

Show in Servicing From Waiting Tickets
If enabled, the birthday pop-up alert note will appear when a ticket is moved to waiting.

Show in Service Ticket Receipt
If enabled, the birthday pop-up alert note will appear on the servicing receipt when the ticket is moved from Waiting to Servicing.

School Settings

Setup Tab → School Settings

If you have School functions enabled (Setup Tab → Software Settings → System → School Settings) a new button called School Settings is added to the Setup Tab.

Settings

SuperSalon allows you to prompt for credits and grades at ringout. This is usually used if an instructor is present.

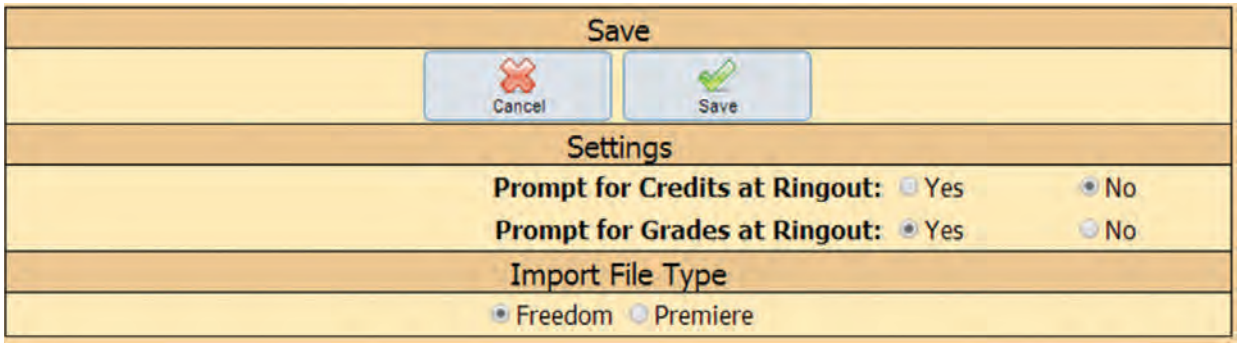


Figure 65 - Prompt for Credits & Grades at Ringout Setting

Prompt for Credits at Ringout
When "Yes" is selected on this screen, a popup appears at ringout allowing an instructor to enter credits for services performed. If this setting is set to "No," students automatically receive full credit for the services they perform which can be edited by navigating to the Reports Tab → School → Student Credits.

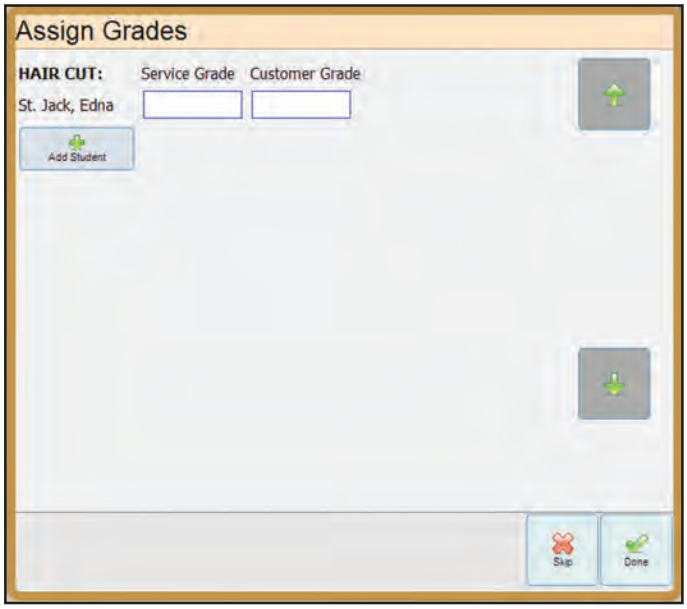


Figure 66 - Assign Credits Popup at Ringout

Tip: Credits must be set to flexible for the popup to appear at ringout. If credits are non-flexible, the popup will not appear and students will be assigned the defined credits automatically. If flexible, the popup will appear allowing the user to define partial credit or split the credits between multiple students.

Prompt for Grades at Ringout
When "Yes" is selected on this screen, a popup appears at ringout allowing an instructor to enter grades for services performed as well as a space for customers to grade the service as well.

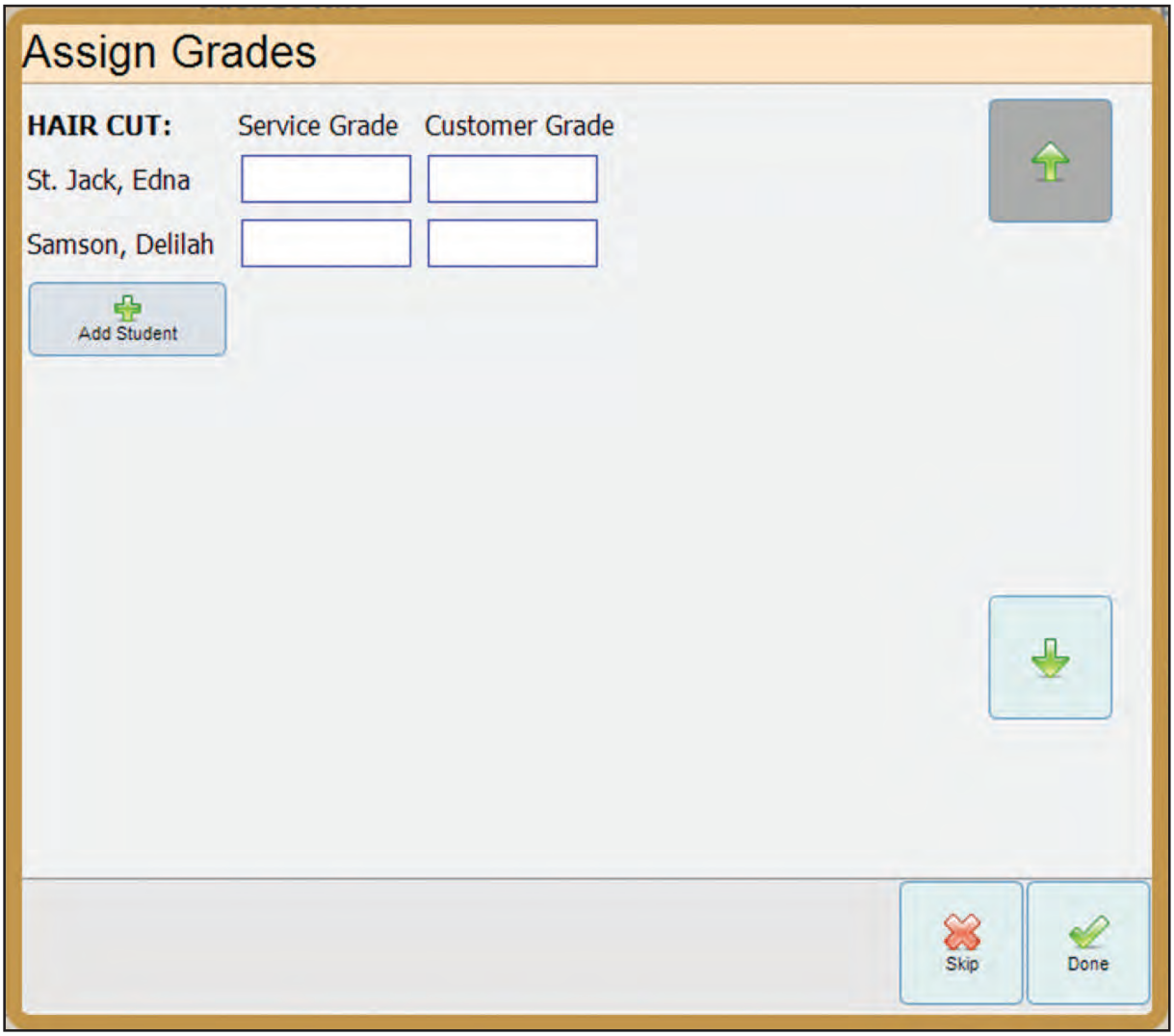


Figure 67 - Assign Grades Popup at Ringout

Grades can be edited and unassigned grades can be entered at Reports → School → Student Grades (Grades are unassigned if the Skip button is used at ringout). The grade field supports up to two decimal places of precision, for example 98.75.

Grades and credits can also be assigned for services performed on mannequins. This allows students to receive adequate grades and credits to graduate in a reasonable amount of time in the event there are not enough customers.

Import File Type

SuperSalon allows schools to directly import/export Fame Freedom/Premiere, as well as time clock systems such as Accuengine. This allows schools using SuperSalon for their clinic work to automatically push student data to these systems.

Figure 68 - Freedom Import

Fame Freedom Integration

Select the Freedom Import File Type

Enter fame.ini path

1. Click and browse for the FAME.ini file from the Freedom installation path and select.

Enter the Credit export path

1. Browse to the StudList.txt file and select.
   a) Click and browse for the FAME.ini file from the Freedom installation path and select.

Enter the Timeclock export path

1. Browse to the import directory and select.
   a) Export example: C:\FAMEWare\POS\Import\ToFrame*.*

> **Tip:** The user can make a choice to export only the students in case all other employees are of different departments. By default it is set to export only student data.

Exporting service tickets info of FAME students from POS

1. Select Export button to export clinic work done by students.

SuperSalon retrieves the path from the FAME.ini settings. During each export it saves the time when the export was completed last and the next data export starts from the previous time saved. It considers only completed tickets of **SuperSalon** for export.

Accuengine Clock Import

1. First import the student list from Freedom

2. Select Non-Biometric or Biometric
   a) Biometric is selected by default

3. Browse for file

4. Select Import Clock In button

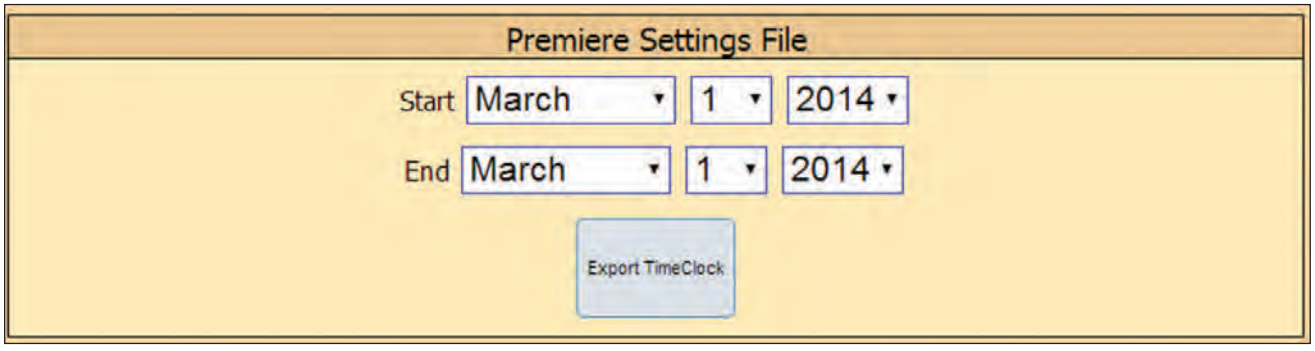


Figure 69 - Premier Import

Premiere Integration

1. Select a date range

2. Select the Export TimeClock button

Tuition Settings
Select the New Tuition Type button to create new types. Enter the name of your new Tuition Type and select the Save Type button. Your new tuition type will be added to the list. To edit a tuition type, select the note pad. To delete tuition types, select the red circle.

These Tuition Types are used when students pay their tuition (Manager Tab → School → Make Payment).

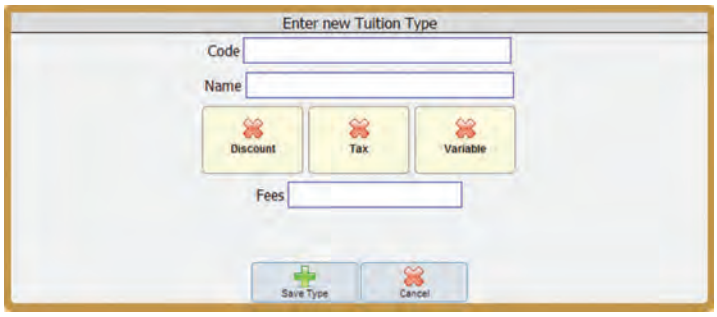


Figure 70 - New Tuition Type Popup

Service Setting Categories/Service Credits
All credits are categorized into categories.

First create a category by selecting the New Category button, enter a name for category and select the Save Category button.

Next, select the New Credit button, then on the New Service Credit screen choose a service a category by selecting the Service Category button.

The new Service Credit screen pops up. Select the Service Select button, select a service category, a service you wish to create credits for and you are returned to the new Service Credit screen.

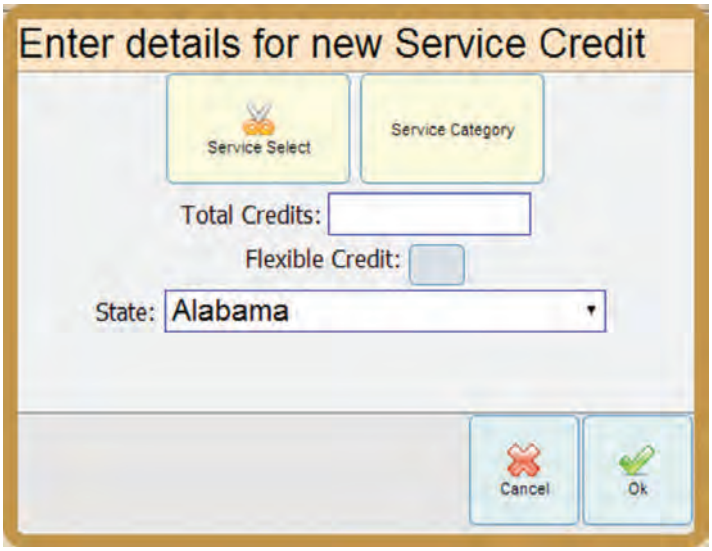


Figure 71 - New Service Credit Popup

On the New Service Credit screen enter a set amount of credits and check the Flexible Credit box if desired. The credit field supports up to two decimal places of precision, for example 98.75. Select your state from the drop down list and select the Save Credit button. The state you choose here must match the state chosen under Store Setup section on the Company Info screen. If you have multiple schools in different states only credits that are applied to each state are shown (Setup tab → Company info → Store Setup). Click Ok to save.

Credit categories and service credits can be edited by selecting the Notepad associated with the credit category or service credit. They can be deleted by selecting the red circle.

Credits can be assigned for services in multiple categories. For example, a perm service could provide credits for Hair, Color, and Style categories.

Local Settings

Setup Tab → Local Settings

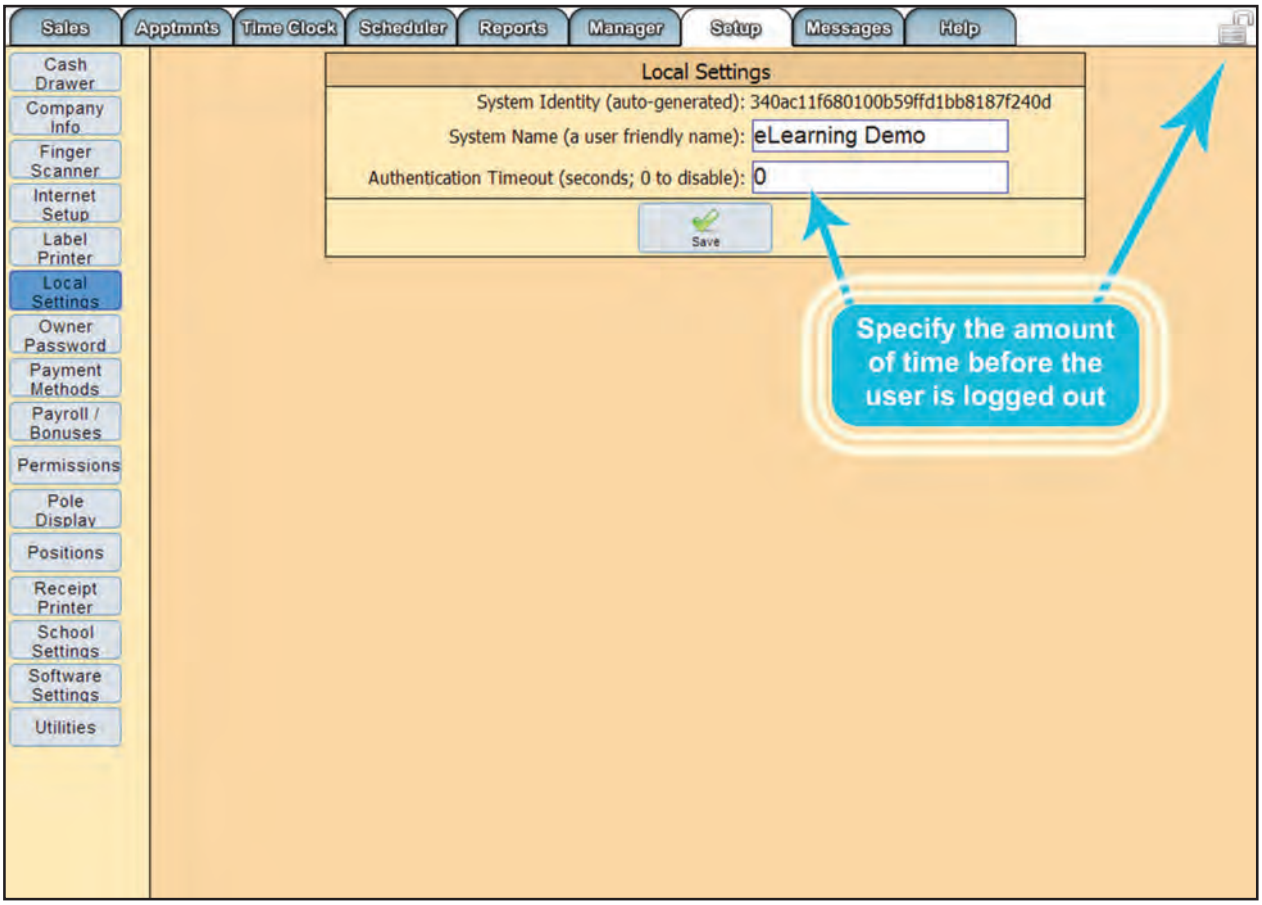


Figure 72 - Local Settings Screen

To identify your computer, enter a user friendly name in the System Name field. The name is used to identify computers using a multi-system setup.

Throughout **SuperSalon** you will see a "lock" icon in the upper right hand corner. By entering a time in the Authentication Timeout field, users will be required to log back in to the system if they are inactive for the interval of time entered. The user may select the icon to show who is currently authenticated in the system, and to log out the current user. By using this feature, the employee will be associated with various functions they perform. For example, when you select an existing appointment, a screen comes up showing who booked the appointment in addition to what technician performed the service.

Internet Setup

Setup Tab → Internet Setup → Tech Support

Figure 73 - Internet Setup buttons and Tech Support Screen

The Internet Setup screen is used to enter your dial-up networking information and other information required to enable your system to upload data to the I-Office.

The Tech Support Dialup is a special tool that allows Tech Support or the salon owner to work on the computer from a remote location via the Internet. While the computer is being accessed, it will not interfere with the salon staff's use of the computer. Press Connect only when advised to do so by technical support.

Dialup Account

Setup Tab → Internet Setup → Dialup Account

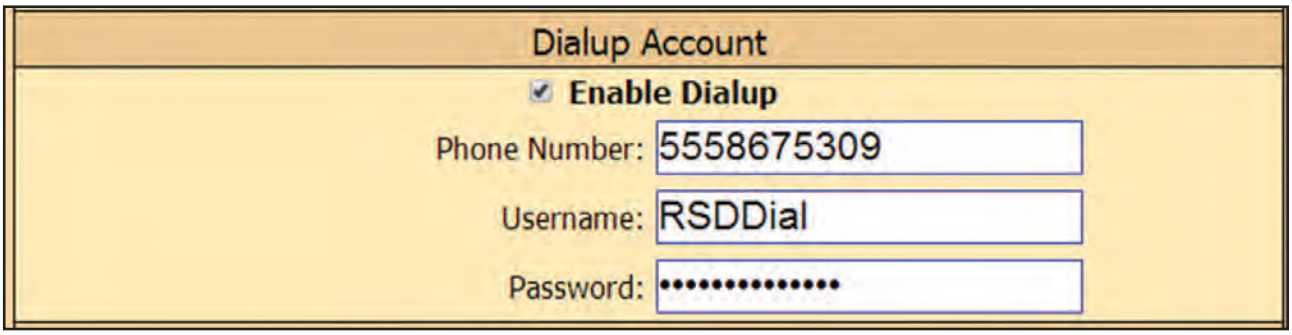


Figure 74 - Internet Setup Dialup Account Settings

Dial Account information is provided by your local Internet service provider or the **SuperSalon** technical support staff (we can provide a local Internet access phone number). Once set up, your computer will automatically upload and backup your data to the iOffice and download updates if available.

If your computer is connected to a constant Internet connection (cable modem, DSL), leave the Dialup Account fields blank and the Enable Dialup check box unchecked.

Office Upload

Setup Tab → Internet Setup → Dialup Account

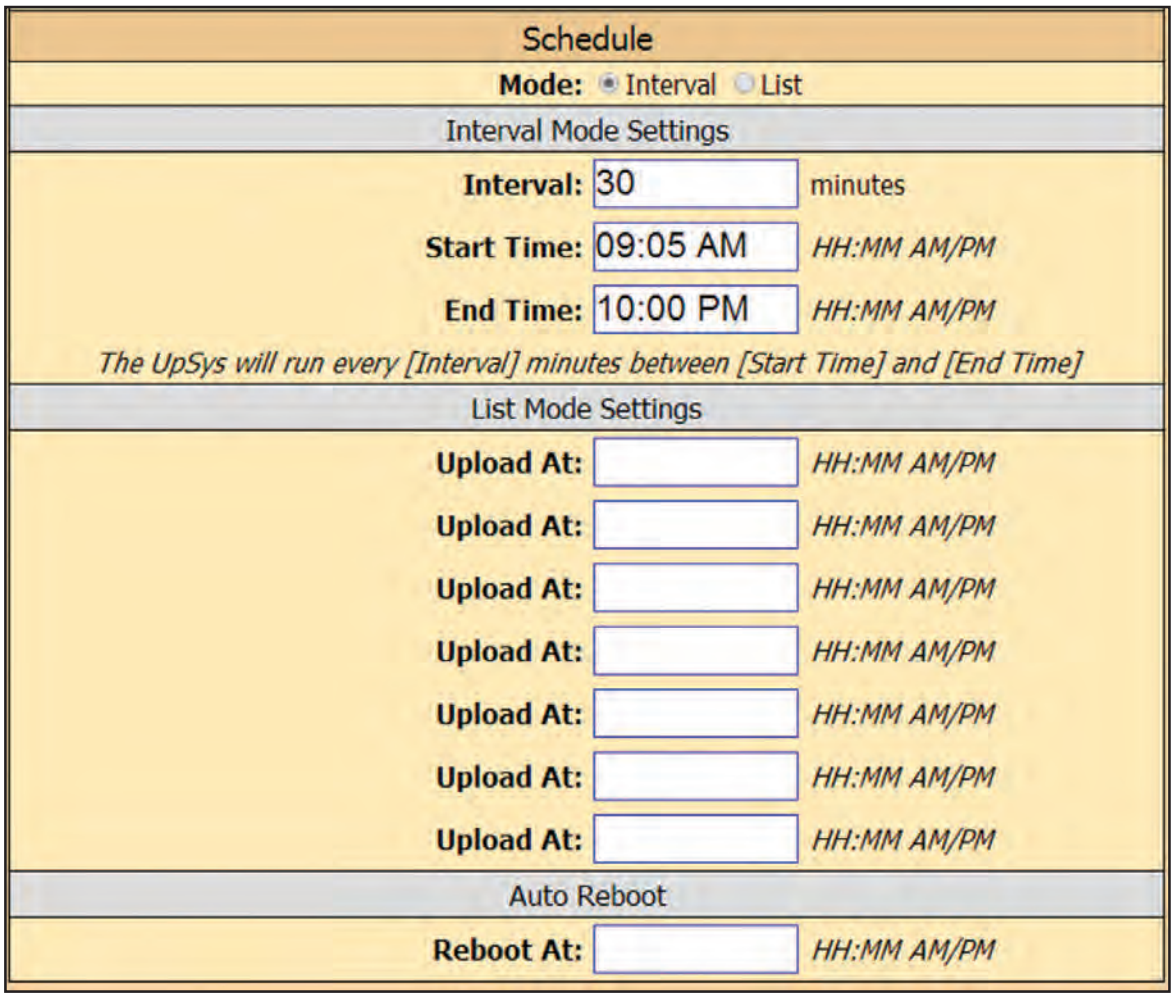

Schedule
Mode: Interval List
Interval Mode Settings
Interval: 30 minutes
Start Time: 09:05 AM HH:MM AM/PM
End Time: 10:00 PM HH:MM AM/PM
The UpSys will run every [Interval] minutes between [Start Time] and [End Time]
List Mode Settings
Upload At: HH:MM AM/PM
Upload At: HH:MM AM/PM
Upload At: HH:MM AM/PM
Upload At: HH:MM AM/PM
Upload At: HH:MM AM/PM
Upload At: HH:MM AM/PM
Upload At: HH:MM AM/PM
Auto Reboot
Reboot At: HH:MM AM/PM

Figure 75 - Office Upload Setup Screen

The Office Upload information is provided by the **SuperSalon** technical support staff.

Do not enter more than one upload time unless specifically directed to do so by our support staff.

The **SuperSalon** upload system features a highly reliable system that includes error detection and a persistent data push.

Upload Estimate

Setup Tab → Internet Setup → Upload Estimate

Upload Estimate Report	
Table	Rows to Upload
customer_alerts	1
gift_certificate	1
company	1
customer_group	1
torders	1
options	1
torder_lines	1
commission_changes	1
credit_categories	1
updates	1
upload_settings	1
transaction_tuition	1
employee_commission	2
account_codes	2

Figure 76 - Upload Estimate System

The upload estimate provides a list of tables and rows that will be part of the next standard upload. This particular screen is for diagnostic purposes only.

Upload Settings (UpSys)

Setup Tab → Internet Setup → Upload Settings

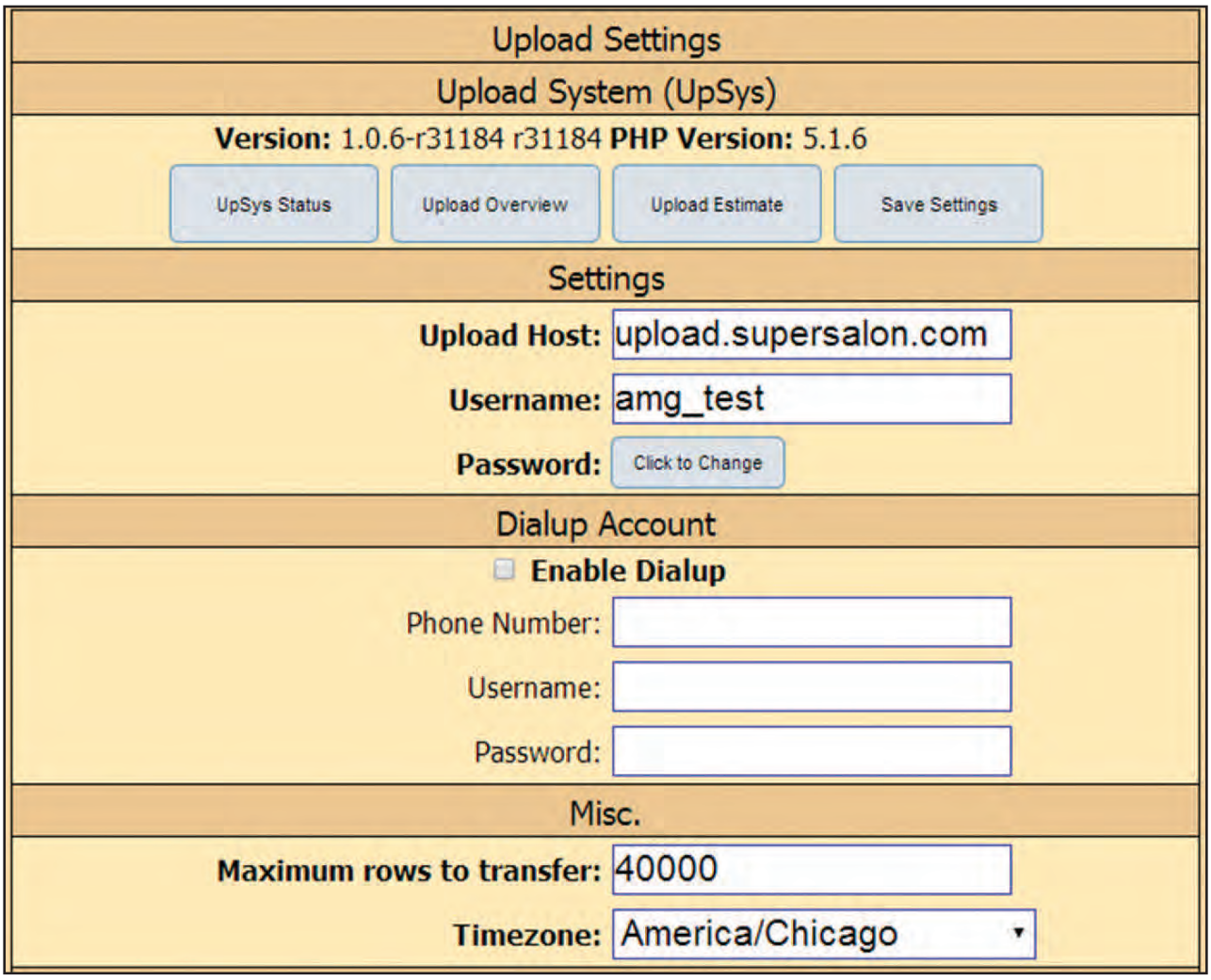


Figure 77 - Office Upload (UpSys)

UpSys runs in the background and does not utilize a popup window to notify you of uploads. Mini-uploads can occur as frequently as every five minutes. UpSys uses the latest encryption for all data being transmitted.

UpSys Status
The status section provides technical support with network connection information and your connection status.

Upload Overview
The Upload Overview provides an UpSys Overview Report & Upload Detail Report.

Settings
The settings (Upload Host, Username, Password) should only be set by the Rogers technical support staff.

Schedule
The new system has two modes, Interval and List.

Interval allows you to set when uploads start occurring and how often they will occur throughout the day, and at what time they will stop. This is only designed for stores who require frequent intra-day uploads. We suggest that users stagger stores.

List uploads occur only at the designated times. This system should be adequate for most users. One nightly time can be set, and a few intra-day times can be set.

> **Tip:** For locations using dial-up, we highly recommend that customers do not use the Interval Mode. It will disrupt calls and disrupt credit card transactions. For locations with shared dial-up lines, we strongly recommend using the List Mode and entering after-hours upload times.

UpSys Password Management

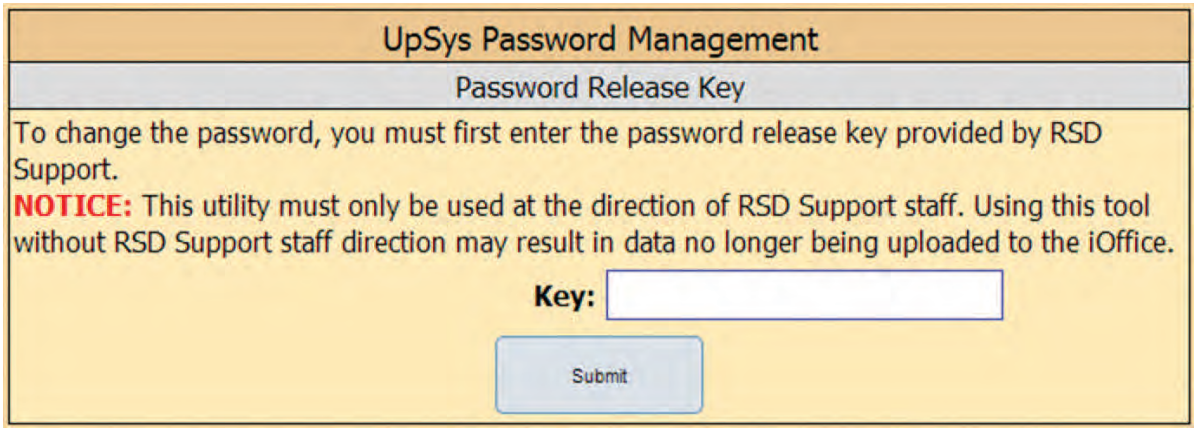

UpSys Password Management
Password Release Key
To change the password, you must first enter the password release key provided by RSD Support.
NOTICE: This utility must only be used at the direction of RSD Support staff. Using this tool without RSD Support staff direction may result in data no longer being uploaded to the iOffice.
Key:
Submit

Figure 78 - UpSys Password Management

In the rare case that the password for UpSys needs to be changed, the new system will prompt you for a key. This screen is for diagnostic purposes and could potentially cause problems with uploads if it is not used under the direction of Rogers technical support.

Utilities

Setup Tab → Utilities

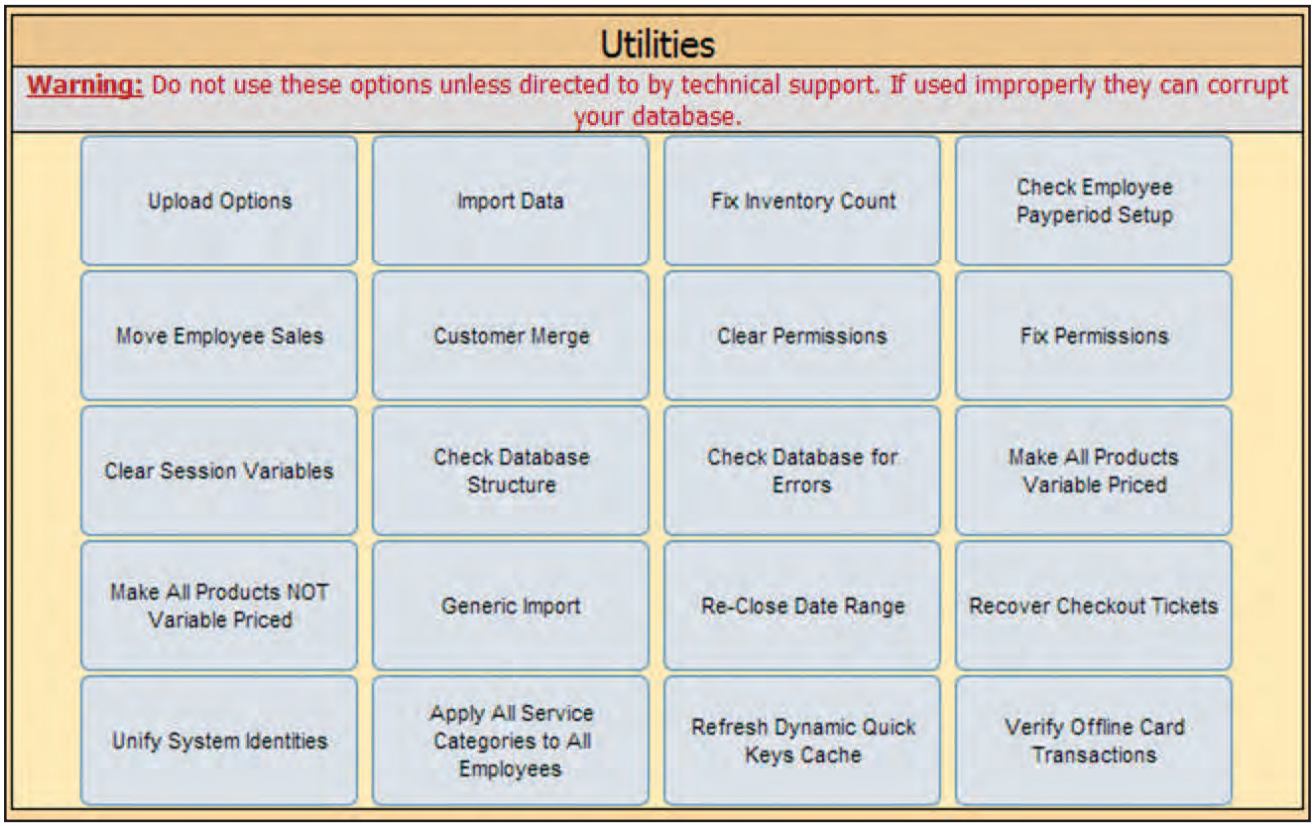

Utilities
Warning: Do not use these options unless directed to by technical support. If used improperly they can corrupt your database.
Upload Options
Import Data
Fix Inventory Count
Check Employee Payperiod Setup
Move Employee Sales
Customer Merge
Clear Permissions
Fix Permissions
Clear Session Variables
Check Database Structure
Check Database for Errors
Make All Products Variable Priced
Make All Products NOT Variable Priced
Generic Import
Re-Close Date Range
Recover Checkout Tickets
Unify System Identities
Apply All Service Categories to All Employees
Refresh Dynamic Quick Keys Cache
Verify Offline Card Transactions

Figure 79 - Utilities

The options on the Utilities screen should only be used under expressed direction from Rogers Software Technical Support. Improper use of the Utilities could potentially harm the system database.

Permissions

Setup Tab → Permissions

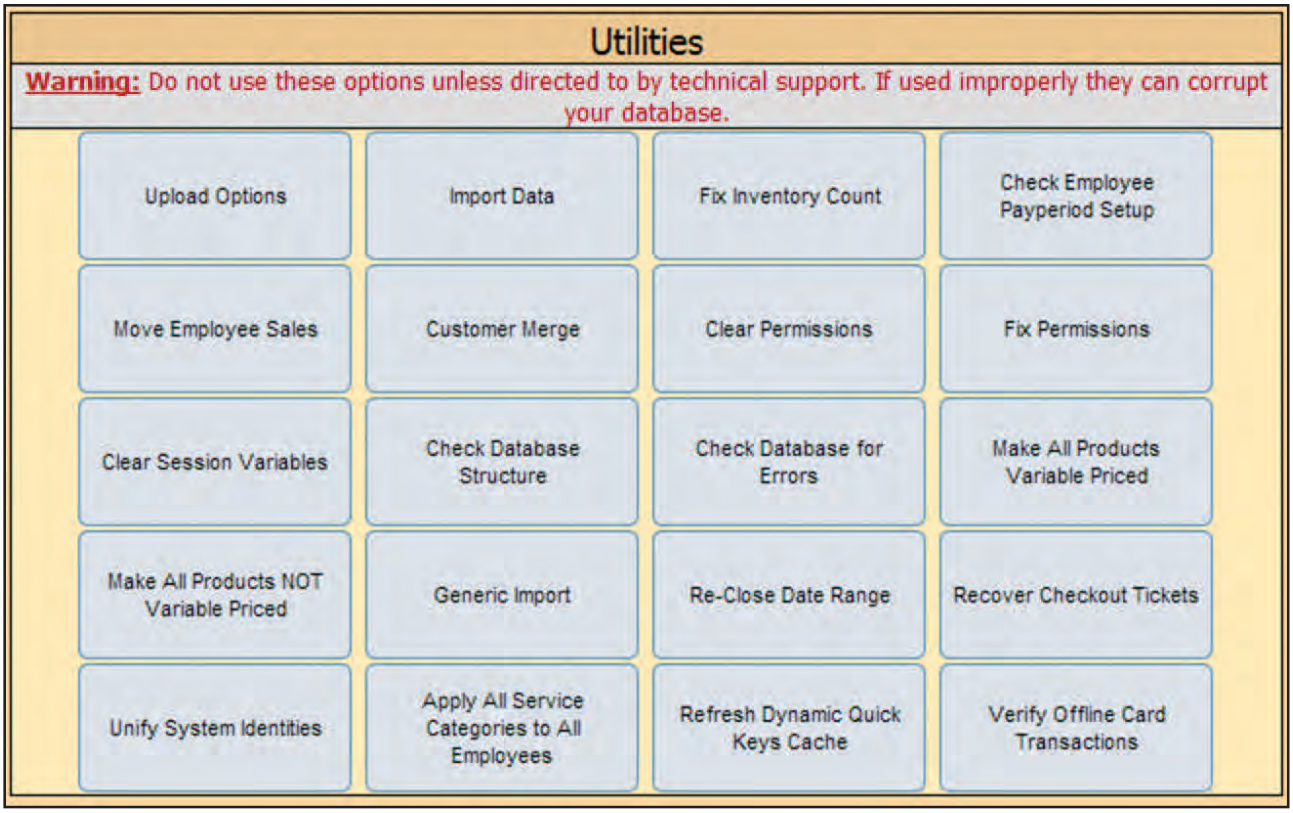

Utilities
Warning: Do not use these options unless directed to by technical support. If used improperly they can corrupt your database.
Upload Options
Import Data
Fix Inventory Count
Check Employee Payperiod Setup
Move Employee Sales
Customer Merge
Clear Permissions
Fix Permissions
Clear Session Variables
Check Database Structure
Check Database for Errors
Make All Products Variable Priced
Make All Products NOT Variable Priced
Generic Import
Re-Close Date Range
Recover Checkout Tickets
Unify System Identities
Apply All Service Categories to All Employees
Refresh Dynamic Quick Keys Cache
Verify Offline Card Transactions

Figure 80 - Permissions Setup Screen

The Permissions screen allows you to choose almost any setup function, management function, or report in SuperSalon and enable or disable an employee's access to them based on the permissions group to which they are assigned.

Highlight a permissions group name by selecting the name, and then highlight an area of the software. Add or remove permissions by highlighting the section name with the appropriate color.

Create Employee Permission Groups

The first step is to define the employee permissions groups. By default, SuperSalon has three groups: Manager, Receptionist, and Stylist. Salon owners have access to all areas using the Owner password, a special user, which is always available and does not require a permission group (See Owner Password page 118). Additional permissions groups are easily created using the Create Permission Group button at the top of the Permissions screen. Similarly, use the Delete Permission Group button to remove a permission group.

Enabling and Disabling Access
For each screen or report in **SuperSalon**, you can select who is allowed access by setting the permission to green. You can disable access by setting the permission to red. Setting the permission to gray allows anyone access. After making all necessary changes on the Permissions screen, you will need to select the Save Permissions button for the changes to take place.

Assigning Employees to a Group
Each employee that will be granted some level of access must be assigned to a Permission Group. This is done on the Employee information screen (Manager Tab → Employees → Select Employee → General Information).

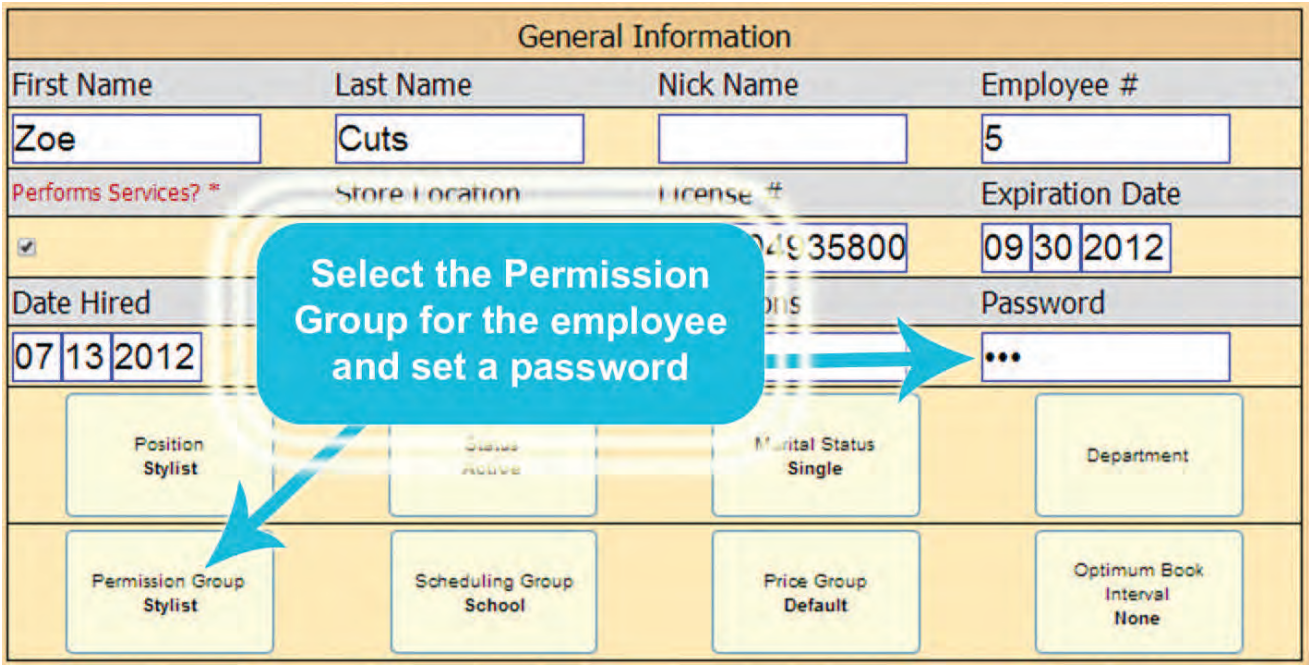


Figure 81 - Permission Group setup on the Employee Information Screen

Cash Drawer

Setup Tab → Cash Drawer

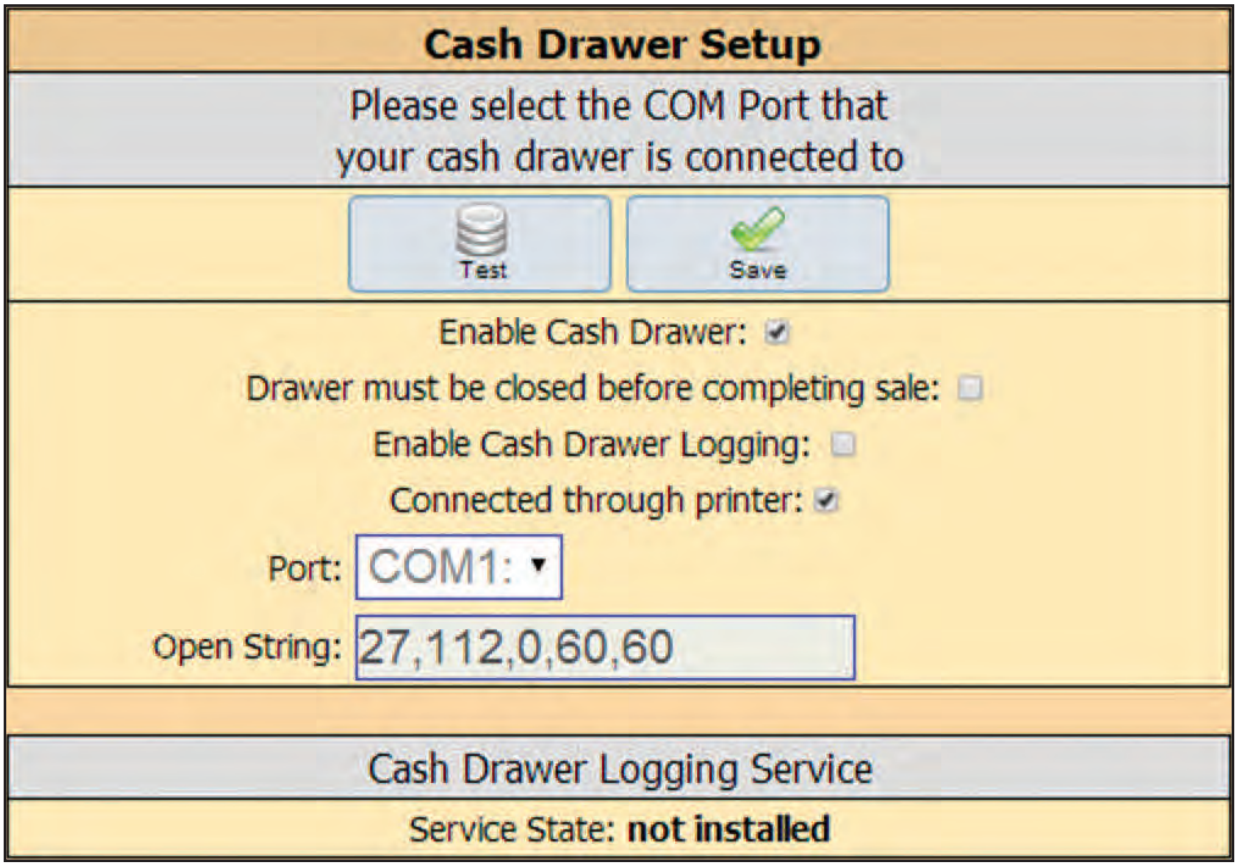


Figure 82 - Cash Drawer Setup Screen

The Cash Drawer Setup screen must be set correctly for your cash drawer to open properly. First you need to determine what type of connector your cash drawer has. Some have a DB-9 connector that plugs into a COM port located on the back of some computers. Some are designed to plug into

> **Tip:** Some DB-9 cash drawers must be plugged in to an external power source to work properly while others do not.

specific receipt printers. **SuperSalon** recommends connecting the cash drawer through the receipt printer using an Epson TM T-88III compatible receipt printer and a MCD 240 or equivalent cash drawer with an Epson Interface.
If your cash drawer plugs into a receipt printer, then select the Connected through printer option. If not, select the COM Port the cash drawer will connect to. Our systems typically have the receipt printer on COM1, the touch screen on COM2 or USB and the Modem on COM4. If the receipt printer instructions call for a special code to open the cash drawer, enter it in the Open String field. If you are using one of our recommended configurations, leave this field blank.

Receipt Printer

Setup Tab → Receipt Printer → Hardware

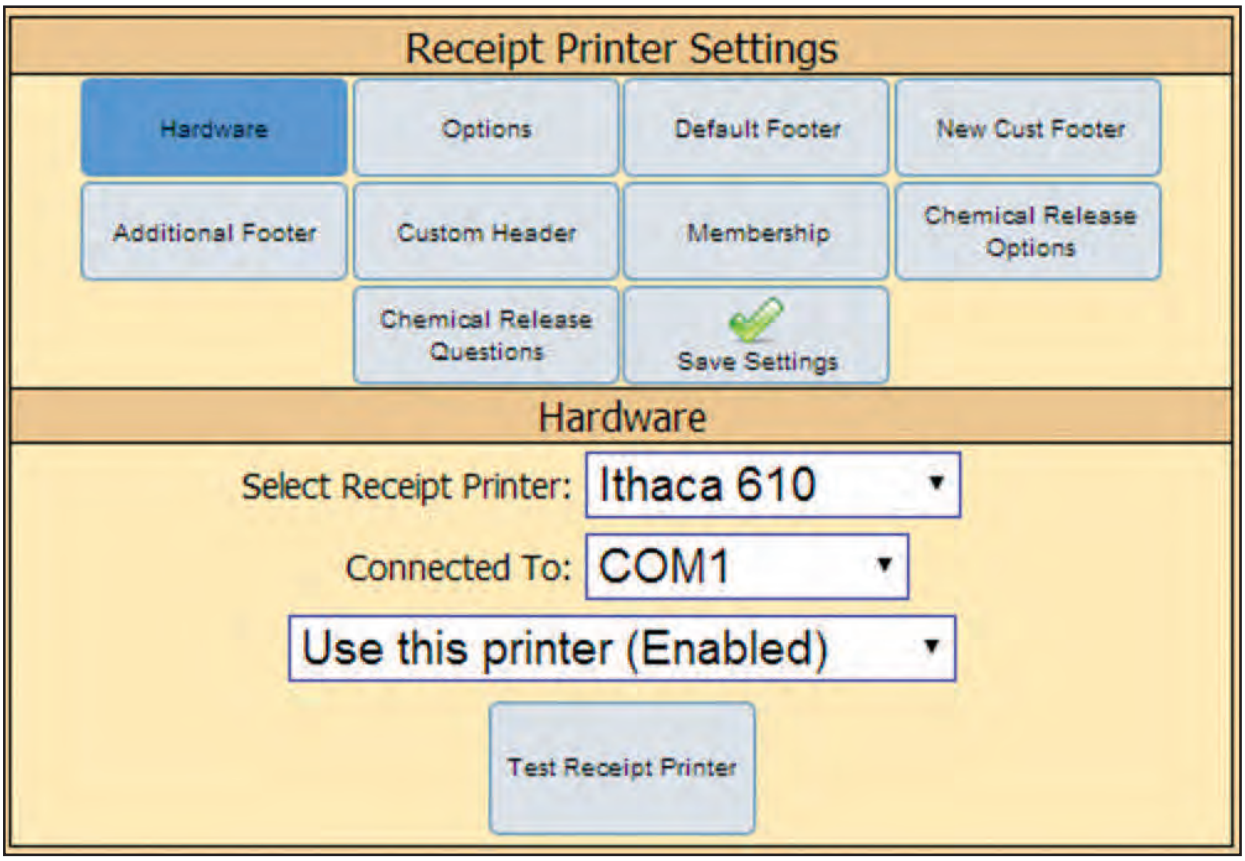


Figure 83 - Receipt Printer Hardware Setup Screen

To set up a receipt printer, you first select the port you are connecting the receipt printer to. You can select COM1 through COM4 or LPT1 (COM1 is most common). If your receipt printer connects to the parallel port (standard printer port) select LPT1. Typically a null modem serial cable is connected to the COM1 port; make sure your computer is turned off before connecting and disconnecting peripherals.

Next select the receipt printer. If yours is not listed, contact **SuperSalon** technical support. Next, add any text that you wish to print on your receipts. When you boot up your computer you can come back to this screen and select the test button. If it is connected properly, it will print out a confirmation receipt. The Receipt Printer Reports dynamically change depending on the width of the receipt printer.

Tip: To ensure compatibility, do not purchase peripherals like receipt printers, without contacting Rogers Software Development.

Options

Setup Tab → Receipt Printer → Options

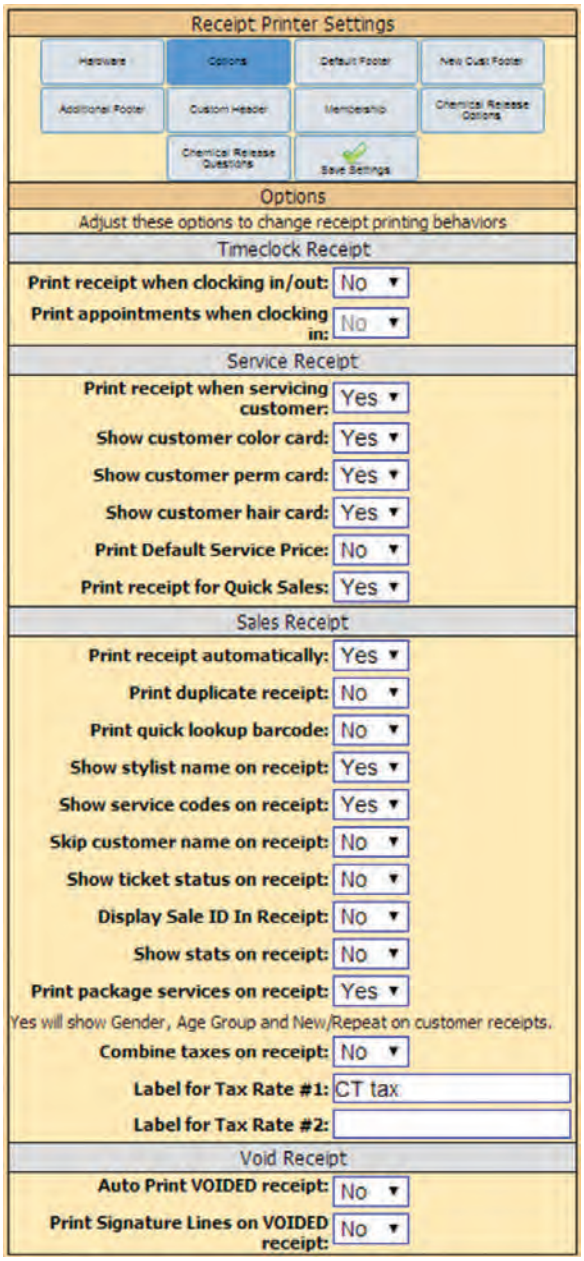

Receipt Printer Settings
Hardware
Options
Default Footer
New Cust Footer
Additional Footer
Custom Header
Membership
Chemical Release Options
Chemical Release Questions
Save Settings
Options
Adjust these options to change receipt printing behaviors
Timeclock Receipt
Print receipt when clocking in/out: No
Print appointments when clocking in: No
Service Receipt
Print receipt when servicing customer: Yes
Show customer color card: Yes
Show customer perm card: Yes
Show customer hair card: Yes
Print Default Service Price: No
Print receipt for Quick Sales: Yes
Sales Receipt
Print receipt automatically: Yes
Print duplicate receipt: No
Print quick lookup barcode: No
Show stylist name on receipt: Yes
Show service codes on receipt: Yes
Skip customer name on receipt: No
Show ticket status on receipt: No
Display Sale ID In Receipt: No
Show stats on receipt: No
Print package services on receipt: Yes
Yes will show Gender, Age Group and New/Repeat on customer receipts.
Combine taxes on receipt: No
Label for Tax Rate #1: CT tax
Label for Tax Rate #2:
Void Receipt
Auto Print VOIDED receipt: No
Print Signature Lines on VOIDED receipt: No

Figure 84 - Receipt Printer Options Setup Screen

Print Receipt When Clock In/Out
When enabled, a receipt will be printed for employees when they clock in and out.

Print Appointments When Clocking In
If the line above is set to "Yes", you can choose here whether you would like an appointment list to be printed when the stylist clocks in.

Print Receipt When Servicing Customer
This option, when selected to "Yes" prints a service receipt when the customer is placed from waiting

to servicing. The service receipt is useful to the employee performing the service by providing information about the client, the client's history, and the services desired on this visit.

Show Customer Color Card
If you do color services, this will show you the color information from their last visit before you service them. When set to "Yes" the color information is printed on the service receipt.

Show Customer Perm Card
If you do perm services, this will show you the perm notes from their last visit before you service them. When set to "Yes" the perm and chemical notes are printed on the service receipt.

Show Customer Hair Card
When set to "Yes" the hair notes from their last visit will print on the service receipt before you service them.

Print Default Service Price
If you select "Yes" on the line "Print receipt when servicing customer" you have the option on this line to print the default price of the service performed or the actual price (services can be set up to have a default price but also allow a stylist to adjust the price as needed). If you select "Yes" here, the default price will print on the receipt.

Print Receipt for Quick Sales
Set to "Yes" to enable receipts for quick sales.

Print Receipt Automatically
This option allows you to choose if you want receipts to automatically print after each sale, or if you manually print them by pressing the Print Receipt button on the bottom of the sales screen. Some salons will want to enable this option so that all customers are offered a receipt. This option can be useful in deterring internal theft.

Tip: If your salon is using integrated credit card processing, this must be set to "Yes" so the merchant copy of the credit card receipt with the tip field and signature line prints.

Print Duplicate Receipt
Set to "Yes" if two receipts are desired for each transaction. If you will occasionally need duplicates, set this to "No". There is an option to print duplicate receipts on the payment screen.

Print Quick Lookup Barcode
If you select "Yes" the system will print a barcode on the receipt for quick reference at a later time.

Show Stylist Name on Receipt
Set to "Yes" to have the employee's name printed on the receipt.

Show Service Codes on Receipt
Set to "Yes" if you would like service codes printed on receipts.

Skip Customer Name on Receipt
If set to "Yes" the customer name will not be printed on receipts.

Show Ticket Status on Receipt
If set to "Yes" the ticket status will be printed on receipts.

Display Sale ID in Receipt
If set to "Yes" the receipt will include the internal ID SuperSalon uses to track the sale.

Show Stats on Receipt
Enabling this setting will cause "new or recurring", "child, adult or senior", and "male or female" to be printed on the sales receipt.

Print Package Services on Receipt
Set to "Yes" to have package contents printed on receipts.

Combine Taxes on Receipt
If you are required to charge multiple taxes, i.e. product and service, state and local, etc., you may wish to combine all taxes into one line item. If you would like to combine taxes into one line, select "Yes".

If this setting is set to "No", the fields for the Label for Tax Rate #1 and #2 will become editable. Enter the tax type in the fields for display on the receipt.

Auto Print VOIDED Receipt
Set to "Yes" to automatically print a receipt when voiding a transaction.

Print Signature Lines on VOIDED Receipt
Set to "Yes" to add signature lines on voided receipts.

Default Footer

Setup Tab → Receipt Printer → Default Footer

The Default Footer is the message at the "foot" of each receipt. It can have any kind of message you wish to send your customers, for example, "Thank you for visiting".

New Customer Footer

Setup Tab → Receipt Printer → New Cust Footer

In addition to the default footer, SuperSalon also has a special New Customer Footer that will print a special message for new customers. This may include a discount offer to induce them to return. In order to enable the footer, check the box at the bottom labeled "Use New Customer Footer." This can help with customer retention.

Additional Footer

Setup Tab → Receipt Printer → Additional Footer

The Additional Footer can be programmed to print out at desired increments, perhaps every 100th customer. This might be a message that says "You win a free haircut on your next visit". This is an inexpensive way to influence customers to take receipts. Select Additional Footer to add text and set how often you would like it to print. We recommend a sign that says, "Check your receipt to see if you have won!" To disable this option, set it to "0".

Custom Header

Setup Tab → Receipt Printer → Custom Header

Any text added to the Custom header field will be added to all receipts.

Membership

Setup Tab → Receipt Printer → Membership

This text will contain membership contract information and a signature line. The receipt will print when a membership is approved.

Chemical Release Options

Setup Tab → Receipt Printer → Chemical Release Options

The Release Text setup screen allows you to enter text that you would like to be printed on your Liability release form. This is a form that is printed by the receipt printer when you select the Chemical Release button on the New Ticket screen. This is usually signed by the customer and retained by the salon. An option to automatically print the release is available at the bottom of the screen. Please consult your franchisor or attorney before using this function.

Chemical Release Questions

Setup Tab → Receipt Printer → Chemical Release Questions

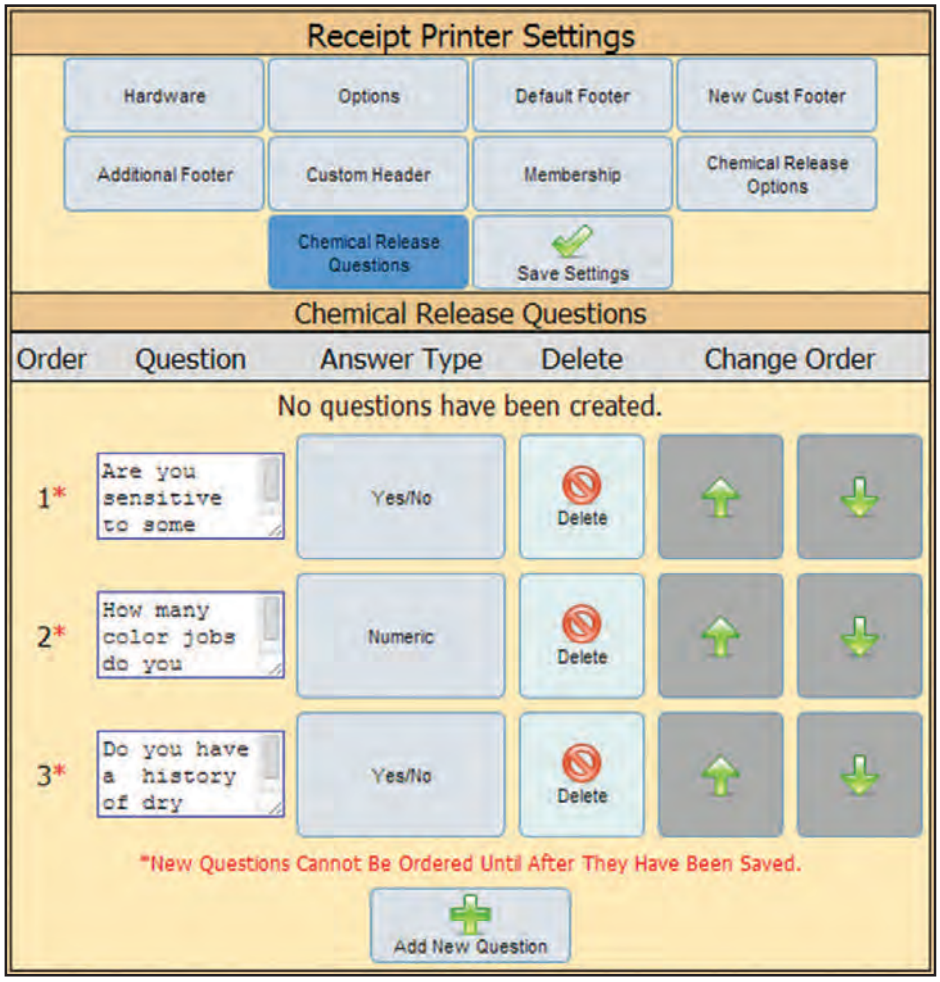


Figure 85 - Chemical Release Questions

There are five chemical release questions available. It is up to the discretion of the salon as to which questions to ask, though it is advised that questions involving the use of chemicals be asked. The available answer types for the questions are either "Yes/No" or "Numerical."

Rate My Visit Footer

Setup Tab → Receipt Printer → Rate My Visit Footer

This is an optional footer which is visible once you have subscribed to the RateMyVisit.com service. This service gives your customers the opportunity to go online to www.RateMyVisit.com and rate their visit to your salon using a unique visit number printed on their receipt.

Customers do not need to remember their stylist name, wait time, when they received their service or what they purchased, etc. The unique number printed on the receipt matches the transaction.

This footer should be used to advertise incentives or discounts to use RateMyVisit.com

The system can generate a discount code that customers can use on subsequent visits. This will encourage customers to use the Rate My Visit system.

The results of their survey are viewable from the SuperSalon I-Office.

AKTS - RSD Demo

Status	Customer	Phone	Ticket Date	Ticket Number	Stylist	Suggested	Consulted	Customer Service	Cleanliness	Service Received	Recommend or Return	Overall	Score
10/1/11 Matched	Brandee	?	08/10/2011	10	JAILYN ELLINGTON	3	4	5	4	4	5	4	90%
	Comments: Please enter your comments and suggestions here												
10/1/11 Matched	tom	?	10/1/2011	13	BERNADETTE RAMIREZ	4	4	4	4	5	5	4	90%
	Comments: Please enter your comments and suggestions here												
10/4/11 Matched	robert	?	10/2/2011	28	BERNADETTE RAMIREZ	1	1	2	5	2	5	3	70%
	Comments: The stylist gave my son a shampoo without asking me first. As I am on a tight budget we wanted just a haircut. We have been using this shop since it opened and have had a wonderful experience every other visit. This time not so much but will return for different stylist.												
10/8/11 Matched	Andy	?	08/30/2011	12	SHANNON ALDAMA	4	4	5	4	5	4	4	90%
	Comments: Please enter your comments and suggestions here												
10/9/11 Matched	Bill	?	09/30/2011	9	ROSA BRAVO	5	5	5	5	5	5	5	100%
	Comments: Please enter your comments and suggestions here												

Figure 86 - The Rate My Visit I-Office Report

If you do not have the SuperSalon Rate My Visit service and would like to learn more, please contact our sales department at 888-458-1001 then press 3 or e-mail sales@rogerspos.com.

Label Printer

Setup Tab → Label Printer

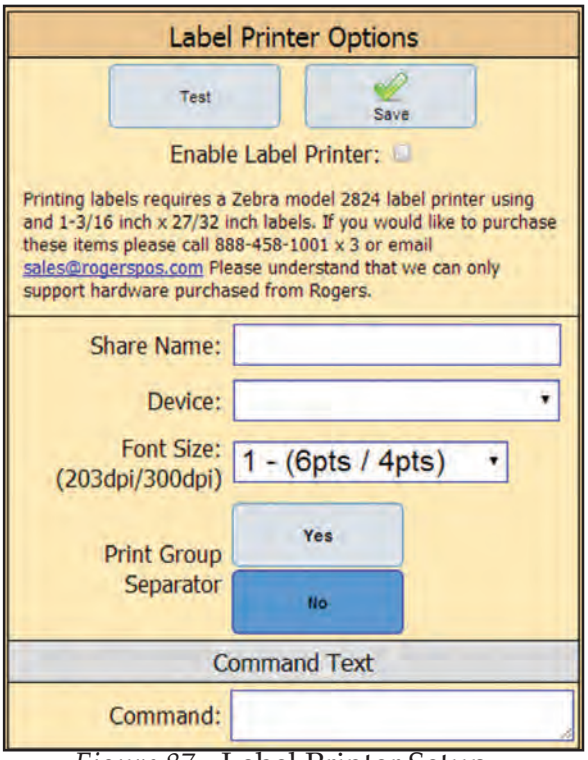

Label Printer Options
Test
Save
Enable Label Printer:
Printing labels requires a Zebra model 2824 label printer using and 1-3/16 inch x 27/32 inch labels. If you would like to purchase these items please call 888-458-1001 x 3 or email sales@rogerspos.com Please understand that we can only support hardware purchased from Rogers.
Share Name:
Device:
Font Size: (203dpi/300dpi)
1 - (6pts / 4pts)
Print Group Separator
Yes
No
Command Text
Command:

Figure 87 - Label Printer Setup

SuperSalon can utilize a label printer to print labels for your products. Printing labels requires a Zebra model 2824 label printer.

Zebra Printer Windows Installation
First install the drivers from the disk that came with your printer. The printer is the ZebraEPL LP2824. Make sure you select USB as the port during installation. Leave everything else as default.

Sharing the Zebra Printer
To use the Zebra you must share the printer. In Windows, go to Start>Settings>Printers and Faxes. Right click on the Zebra printer icon and select "sharing…"from the context menu. This will take you to the Share tab of the Zebra Properties window. Once there select "Share this Printer". Set the printer share name to "ZebraLP2".

Setting the Zebra Printer Port
In the Zebra printer's properties window, click on the Port tab. Select USB Port as your option. Make sure the Zebra printer name is listed. If no name is listed, reinstall. To send communication to the Zebra printer, click on the printer tab. Click Advanced. Click Tools. In the field named "Direct Command for Printer" type "default command", then click send.

Aligning the Labels and Printing a Test Page
Load the labels according to the manual or Quick Reference Guide. Turn the printer off. Hold down the feed button. Turn the printer back on while holding the feed button. When the light blinks let go of the feed button. This will print off some words onto the labels. Press the feed button once more. This should print one more word and center the label. In Windows, go to Start>Settings>Printers and

Faxes. Right click on the Zebra icon and go to Properties. Click on the General tab. Click "Print Test Page" to send the test page to the printer and to make sure the printer is ready to print.

SuperSalon Configuration

Go to Setup → Label Printer. On the Label Printer Options page, put a check mark next to Enable Label Printer, then type "ZebraLP2" in the Share Name field. Change the Device drop down to "Zebra LP2824 CPCL". Change Font Size to "2 – (7pts/6pts)". Print Group Separator can be "Yes" or "No" depending on if you would like an extra label to print between each item on an order. In the Command field enter "@".

Your Label printer should now be set up. Please contact SuperSalon technical support if you need help.

Pole Display

Setup Tab → Pole Display

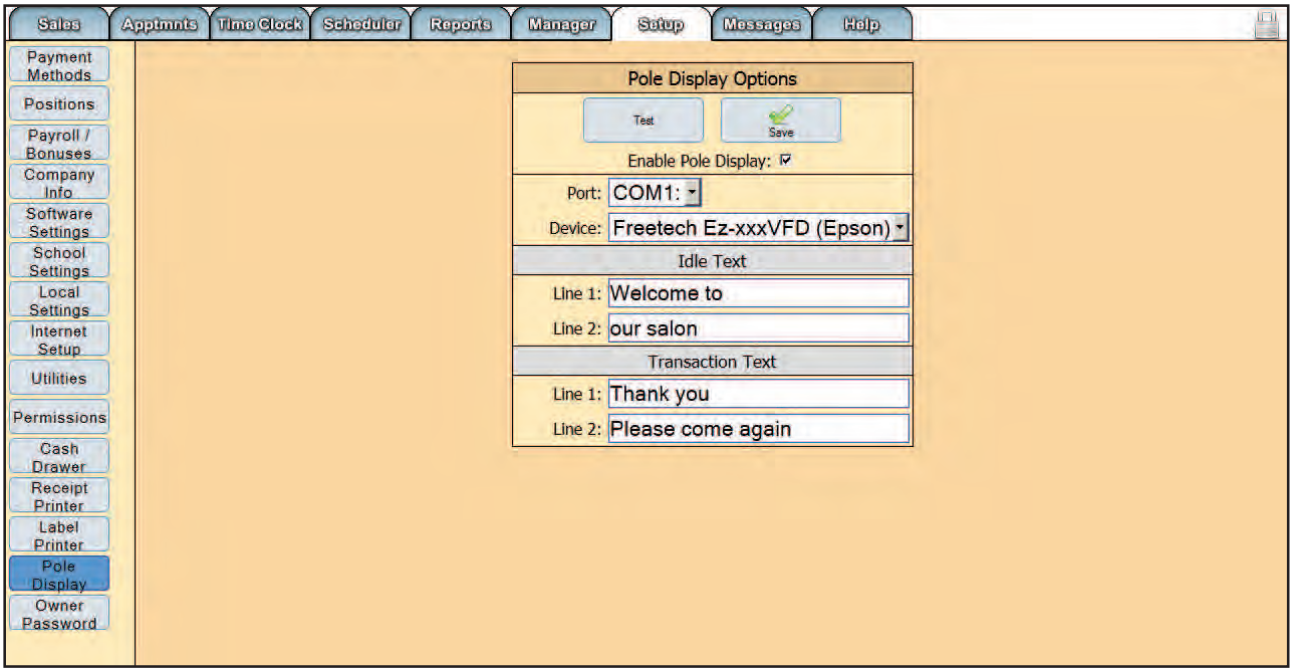


Figure 88 - Pole Display Options Screen

To set up a pole display, you first select the port you are connecting the pole display to. You can select COM1 through COM4 or LPT1. If your pole display connects to the parallel port (standard printer port) select LPT1. Make sure your computer is turned off before connecting and disconnecting peripherals.

Be sure to select the "Enable Pole Display" box. Next select the brand of pole display you have from the drop down menu next to "Device". If you do not have one of the brands listed, the pole display may not work and may not be a supported display device. It is always a good idea to check with Rogers Software Development before purchasing peripherals to make sure of compatibility. In the "Idle Text" fields enter the text you wish to display when the pole display is not in use such as "Welcome to your salon name". Next set up the text you would like your pole display to list during a transaction. This text displays in addition to the product or service you are ringing up. An example might be "Thank you for visiting us today, please come again". When you are ready select the Test button. The system will test your configuration of the pole display and will attempt to display the idle text you entered.

Connecting Peripherals

Below is a diagram of a typical computer setup with one serial port. Shown is a Dell Optiplex Computer, an ELO Touch Screen Monitor with a USB interface, Epson TM T88III Receipt Printer with a serial interface, a MMF 240 Cash Drawer with an Epson interface. Also shown are a standard keyboard and a USB optical mouse. In the example we also added a USB barcode scanner.

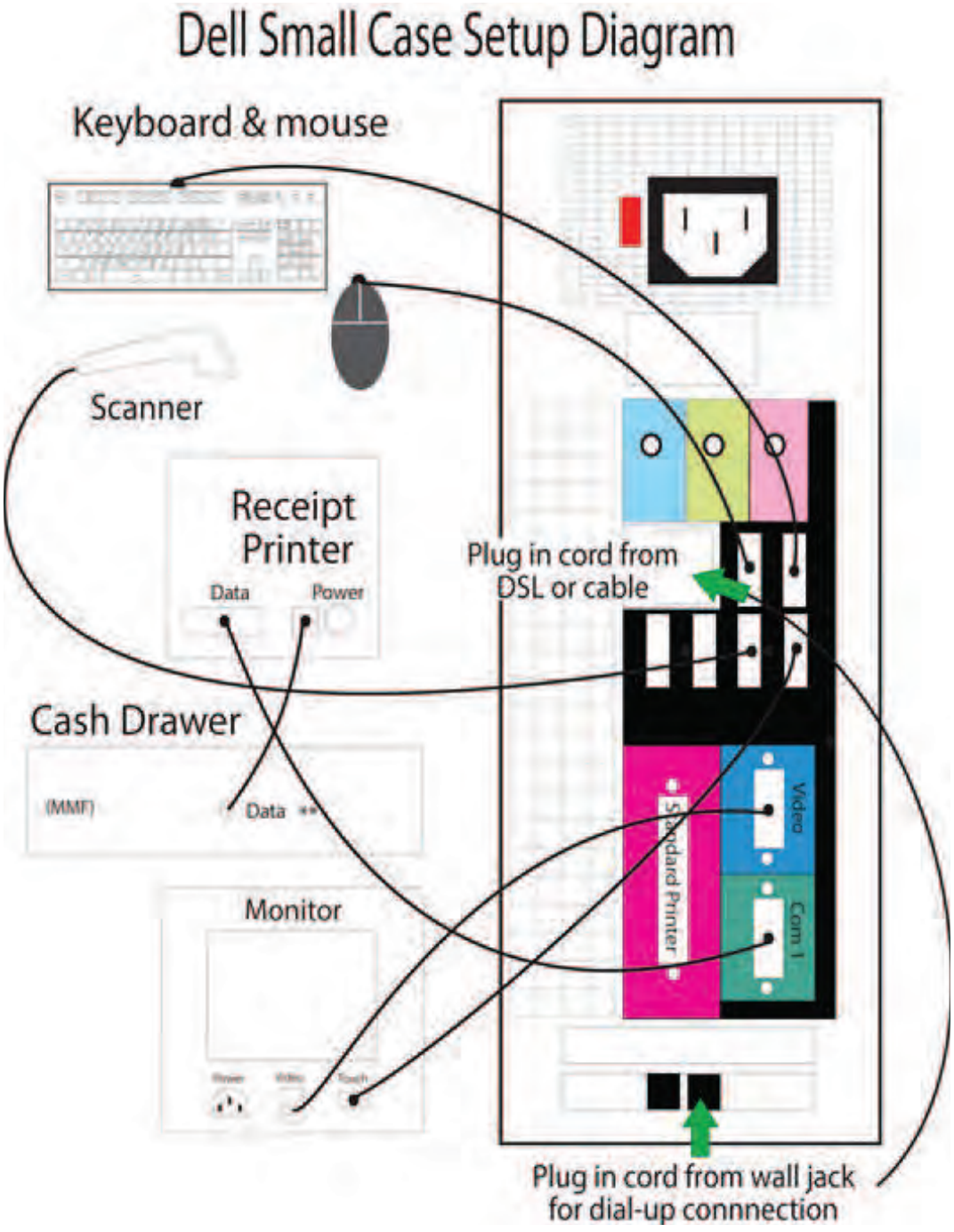


Figure 89 - Typical Recommended Hardware Setup Diagram

Owner Password

Setup Tab → Owner Password

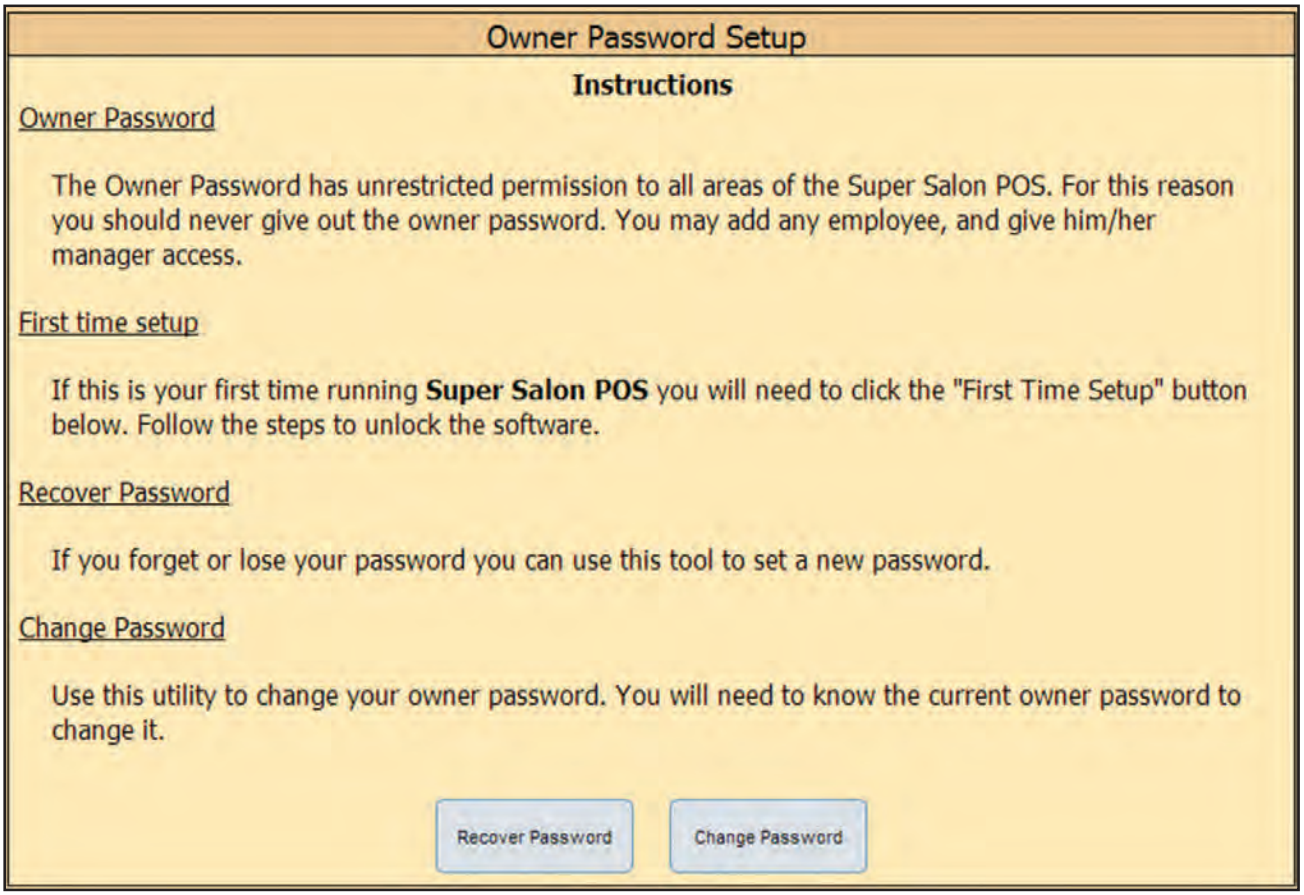

Owner Password Setup
Instructions
Owner Password
The Owner Password has unrestricted permission to all areas of the Super Salon POS. For this reason you should never give out the owner password. You may add any employee, and give him/her manager access.
First time setup
If this is your first time running Super Salon POS you will need to click the "First Time Setup" button below. Follow the steps to unlock the software.
Recover Password
If you forget or lose your password you can use this tool to set a new password.
Change Password
Use this utility to change your owner password. You will need to know the current owner password to change it.
Recover Password
Change Password

Figure 90 - Owner Password Setup Screen

The owner Password screen allows owners to set or reset their password. Follow the instructions in the setup wizard to complete the process properly. This is also where the registration key is entered when registering your software for the first time. After registering the software for the first time, the system prompts for the creation of an "Owner Password." This password is case sensitive.

SuperSalon will need to be registered before it can be used, however, you can register it as a demo for 30 days by typing "demo" in the registration field.

To register, call 888-458-1001 then press 1 for tech support.

The Manager Tab

Adding Employees, Services, Product, and Discounts

The Manager Tab contains all of the management tools for operating **SuperSalon**. From here, users can add employees, services, products, discounts, view ticket information, and perform closeout operations.

Departments

Manager Tab → Departments

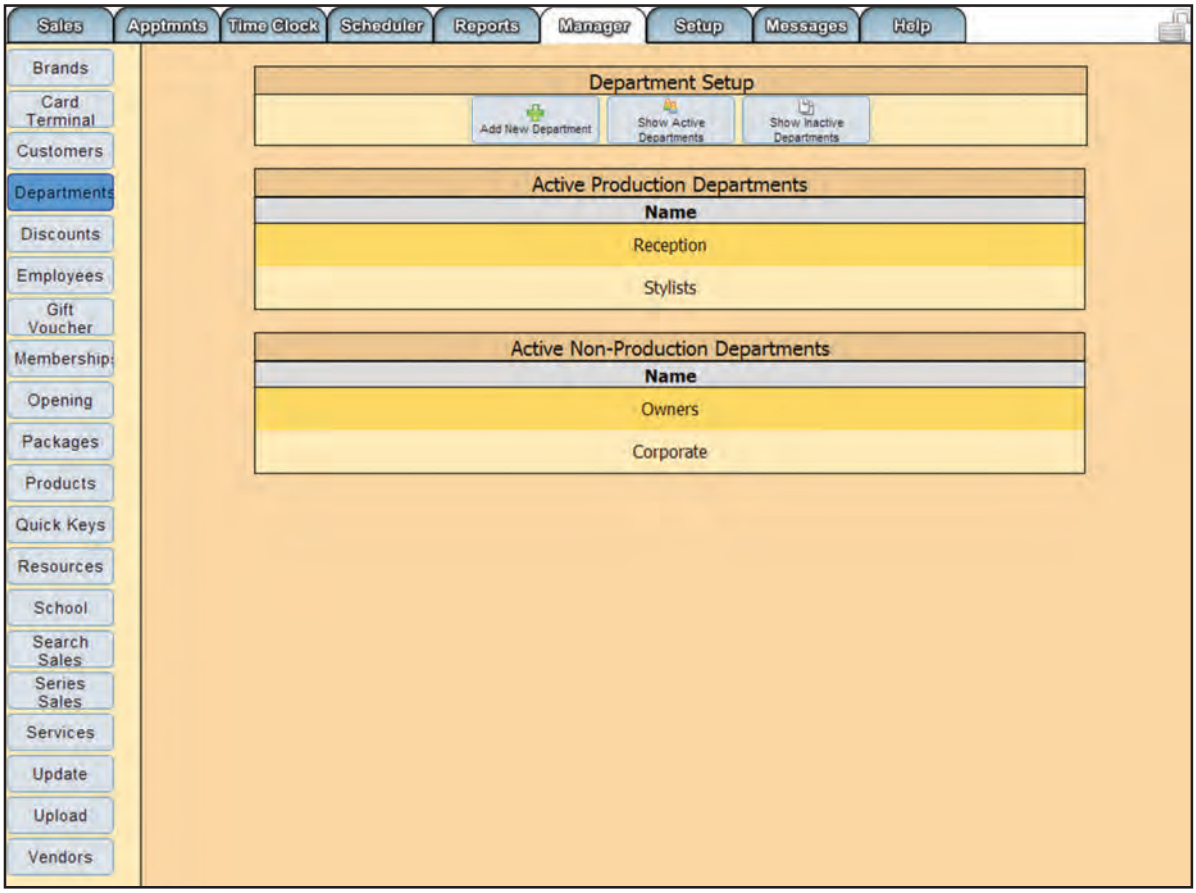


Figure 91 - Department Setup Screen

On this screen, departments can be set up which add a layer above employees. Examples of departments might be hair, skin, nails, and administrative. Unlike employee groups, an employee may only belong to a single department. Employees are added to a department on the employee General Information screen. Simply select the department from the drop down menu under "Department".

To create a department select the "Add New Department" button, enter a Department Name, choose "Yes" or "No" for Production, whether the department is Active or Not, and then whether to Breakout Positions or not. If you select "Yes" for Breakout Positions, reporting on departments will be broken down into smaller sections based on positions.

Employees

Manager Tab → Employees

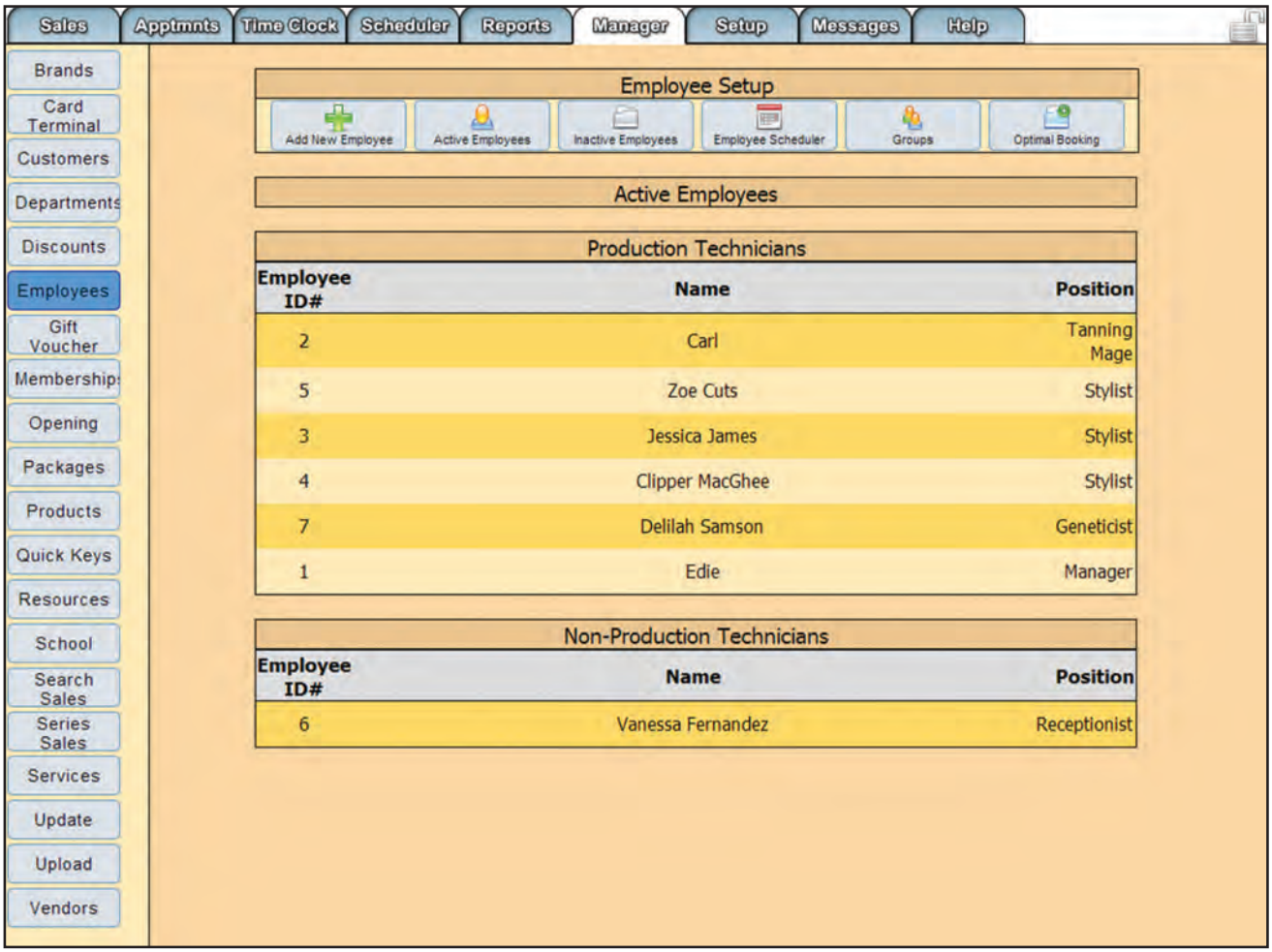


Figure 92 - Employee Setup Screen

The employee setup screen is used to add employees, update existing employee information, as well as remove employees no longer employed at the location. To change settings for an existing employee, select their name to get to the employee data.

Add New Employee

Manager Tab → Employee → Add New Employee

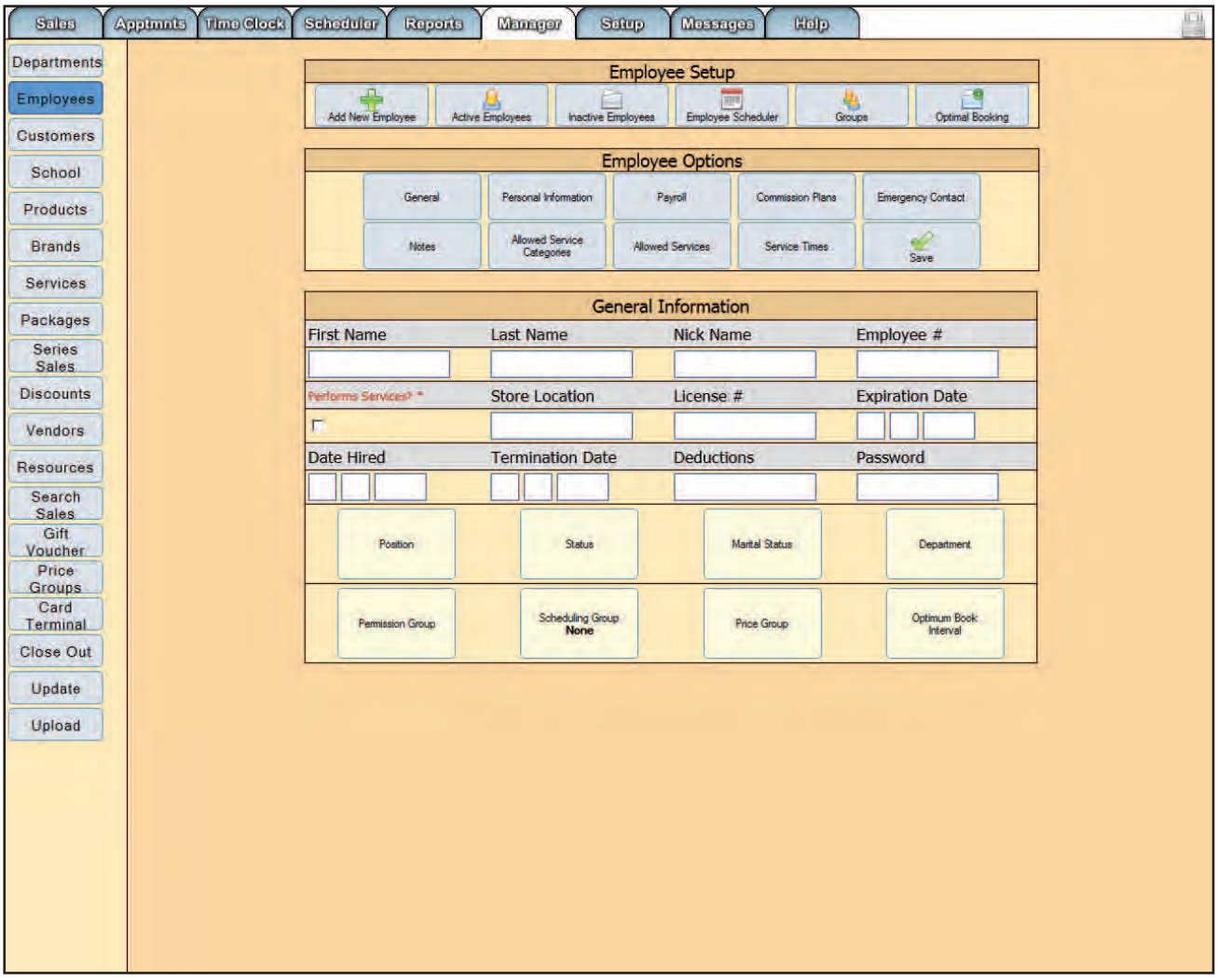


Figure 93 - Add New Employee Setup Screen

To add an employee, select the Add New Employee button. Although most of the fields on the Employee Information screen are for reference purposes, some are required for **SuperSalon** to operate properly.

Enter the employee's name and employee number. **SuperSalon** requires a first and last name. However, you may wish to enter a first name and a last initial if you are concerned for employee privacy or security.

Tip: Only employees that have the "Performs Services" box checked will show up in the stylist selection box when servicing customers.

General

The General section contains basic employee setup information such as name, date hired, etc. This is also where you will enter their password which will work in conjunction with various functions within SuperSalon such as the Permissions system.

Nick Name
If desired, an employee nick name can be entered. When entered, this is the name which will appear throughout SuperSalon when selecting employees, accessing password protected areas of the software, etc. It may be left blank and the name will be displayed in the traditional "Last Name, First name" format. This can protect employee's privacy or can help if multiple employees have the same name.

Password
It is important for employees to select a password if you will be restricting access to some areas of the program. If the password field is left blank, then that employee's password will also be blank. In other words, if they have permissions for a specific area, it will be accessible by selecting their name and leaving the password field blank.

Position
Select this button to assign a position to the employee.

Status
Active/Inactive – Employees set to inactive will no longer be available throughout the program. To re-activate an inactive employee, select the Inactive Employees button, then select an employee from the inactive list and set them to Active.

Tip: Once an employee is entered, they cannot be deleted. They can only be set to inactive. To view the Inactive Employees list, select the Inactive button.

Marital Status
Select this button to record the employee's marital status.

Department
Select which department the employee belongs to from the drop down menu.

Permission Group
SuperSalon allows you to create different employee groups. Each group can be set to have permission to access specific screens or reports (or denied access to specific screens or reports). Select Manager, Shift manager, Stylist, Receptionist or any other permission group you have created, this tells SuperSalon what access level this employee has. For instance, you might setup managers only to have access to edit time cards, but shift managers and managers may have access to the discount setup screens. Receptionists may be denied access to both of these.

Scheduling Group
If you have set up scheduling groups, use this button to assign the employee to a group.

Price Group
If you have set up price groups, use this button to assign the employee to a group.

Optimum Book Interval
If this feature is enabled, you can select an Optimum Book Interval for each employee. A visual indicator will be added on the appointment book.

Personal Information/Emergency Contact

The information in this area is of a sensitive, personal nature. Permissions for this area should be restricted to only those who need access, such as owners and some managers. Users without permission will not even see this tab.

Payroll

The Payroll section is where the employee payroll information is setup. You can also select any days they may receive an hourly bonus time. This is commonly used when owners wish to pay a premium for Sundays, etc.

Pay Period
Select the pay period that applies for each employee. Pay periods are defined by going to the Setup Tab → Payroll/Bonuses → Pay-periods.

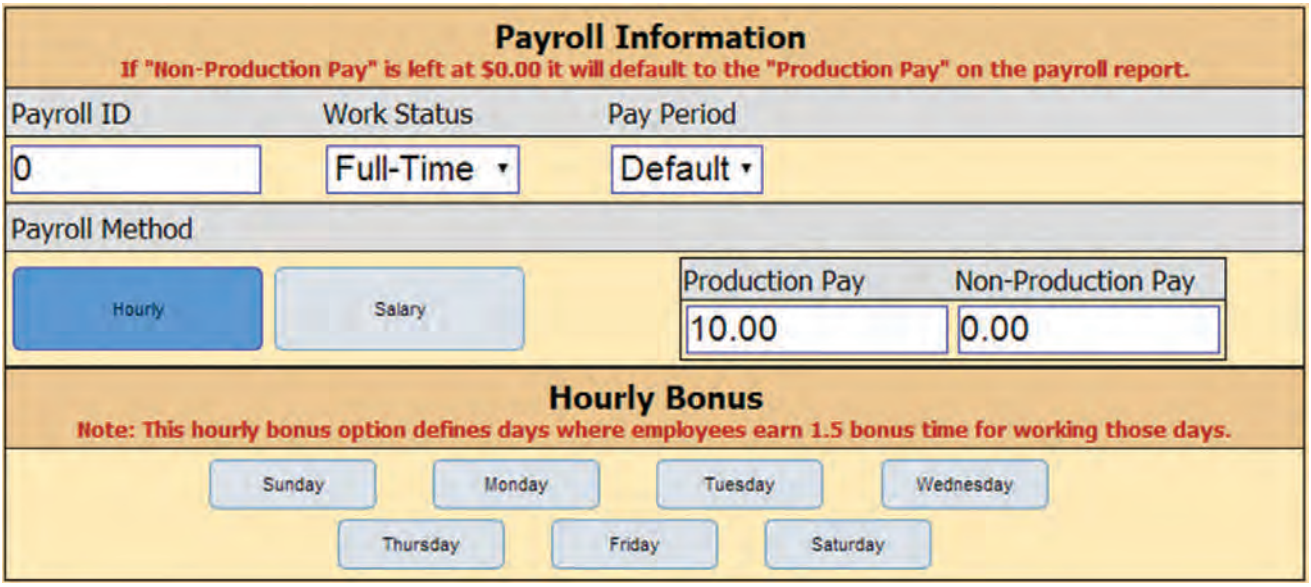


Figure 94 - Employee Payroll Setup Screen

Commission Plan

Once a commission plan is configured, it will need to be assigned to each commissioned employee. Whether you have one plan for everyone or a different plan for managers, stylists, product managers, and receptionists you will need to assign each employee the appropriate plan to enable SuperSalon to calculate the proper commissions and bonuses for each employee. Each employee can be set to none, one, or multiple plans. See Figure 37 for a view of the employee commission setup screen.

Notes

Use the notes section to enter any information relevant to the employee that is not entered in other sections.

Allowed Service Categories & Allowed Services

No services will be listed in the appointment screen for your employee if you do not set up the Allowed Service Categories and Allowed Services.

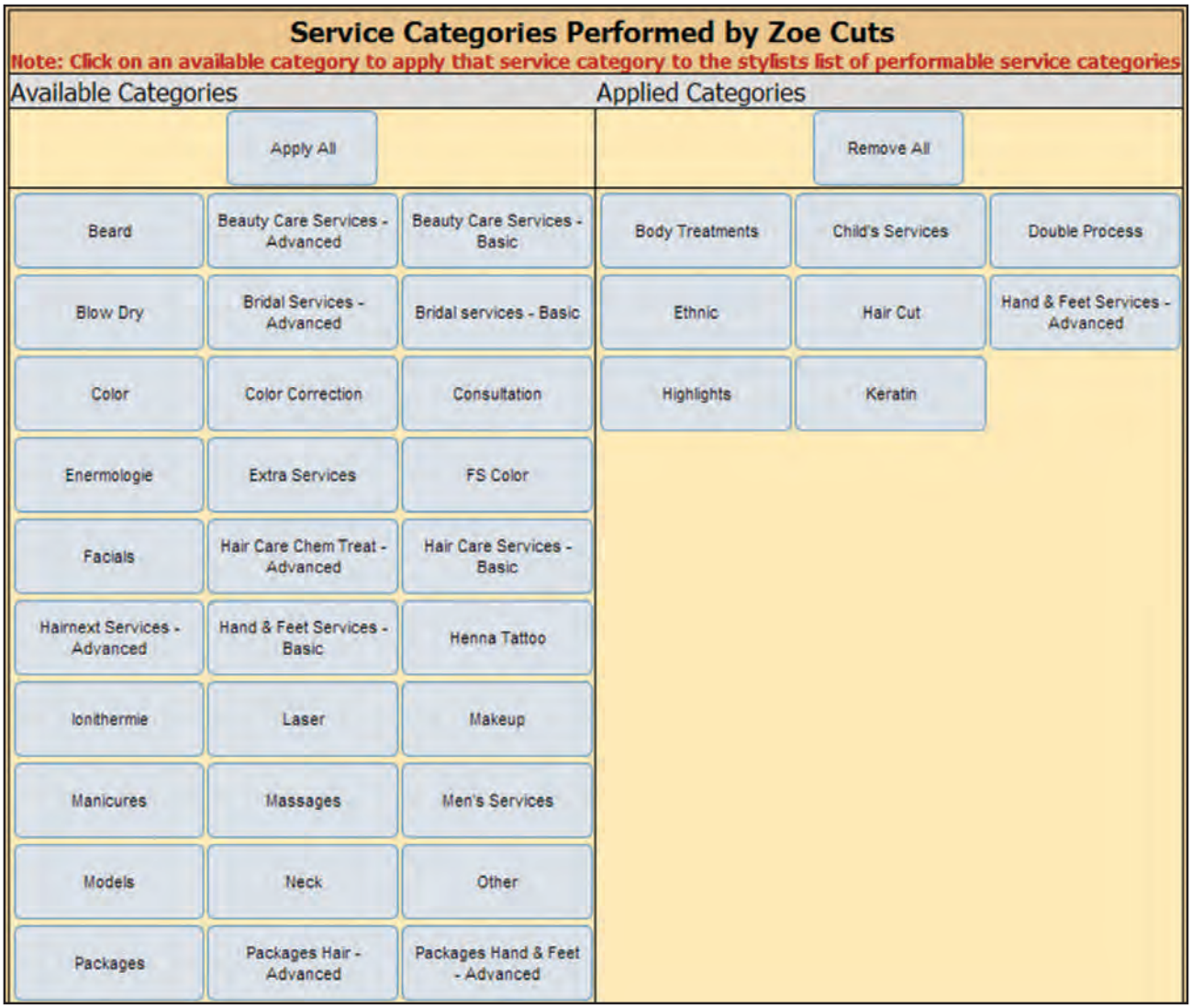


Figure 95 - Allowed Service Categories Setup Screen

Select the Allowed Service Category button. A screen will be displayed with all the Available Service Categories listed in the left column. Selecting the categories you wish to allow for the employee will move them to the Applied Categories column. When complete, save your entries.

Categories may have several services within them. By default, all are selected. To select specific services within a Service Category the employee can perform, select the Allowed Services button.

Services Performed by Zoe Cuts
Note: Click on an available category to select which services in that category the stylist can perform
Applied Categories
Beard
Beauty Care Services - Advanced
Beauty Care Services - Basic
Blow Dry
Body Treatments
Bridal Services - Advanced

Figure 96 - Applied Categories Screen

The Applied Services Categories you chose are selected. Select the category you wish to choose services from. In the figure below we have chosen the Haircut category.

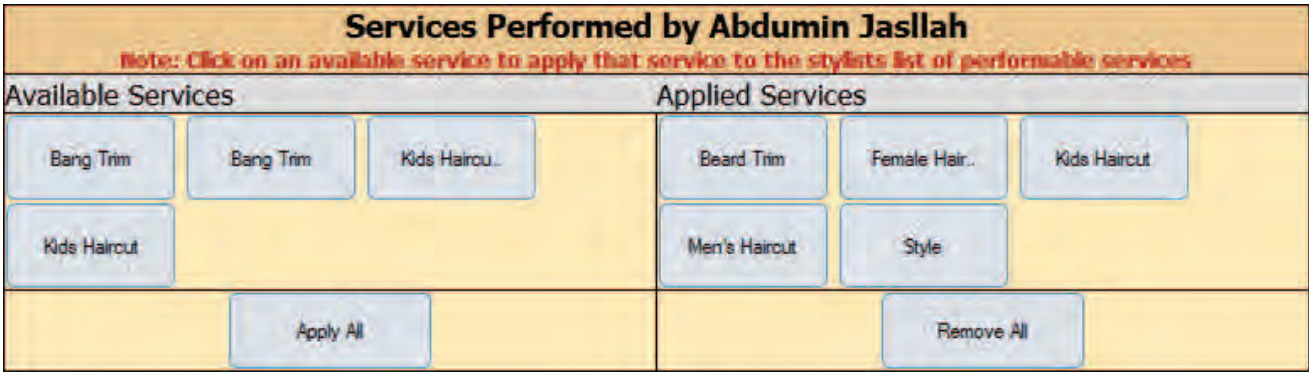


Figure 97 - Applied Services Screen

All available services within the category are applied by default. Choose the services the employee will not be performing by selecting a service from the right column. The service will move to the left column. The services in the right column will now be listed for this employee on the appointment screen. Make sure you save your entries.

Service Times

All services the employee is allowed to perform are listed. If you wish to enter a time specific to the employee for a particular service enter it in the field next to the service. SuperSalon will use the time entered instead of the default time entered on the service setup screen.

Employee Scheduler

Manager Tab → Employee → Employee Scheduler

This button sends you the employee scheduler. Instructions for adding employee schedules are included on page 225.

The employee schedule is very important if the Appointment system is enabled. If there is no schedule, no employees will appear for scheduling appointments.

Appointment Groups

Manager Tab → Employee → Groups → Appointment Groups

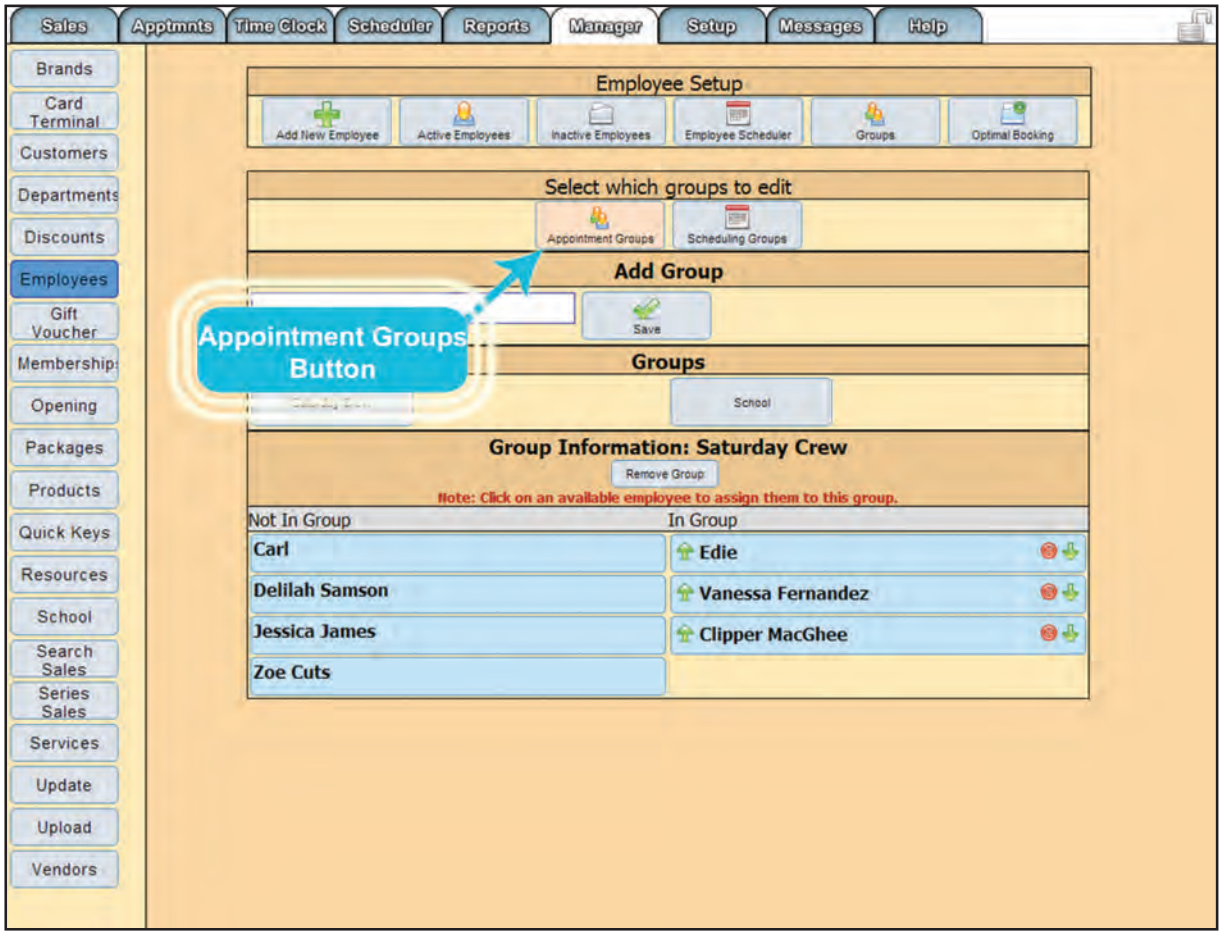


Figure 98 - Employee Groups Setup Screen

SuperSalon allows you to create employee groups for different services that are performed.

For instance, some employees perform nail services. You would create a Nail Services group by entering "Nail Services" in the Add Group field then selecting Save. The group is added to the Groups list. Once the Group is set up it allows you to view only the relevant staff when making appointments, and ensures that appointments are only made with staff that can perform the service.

To add an employee to a group select their name from the left. To remove an employee from the group select the red circle on the right. The order of the employees in the list can also be modified by selecting the up or down arrows by their name.

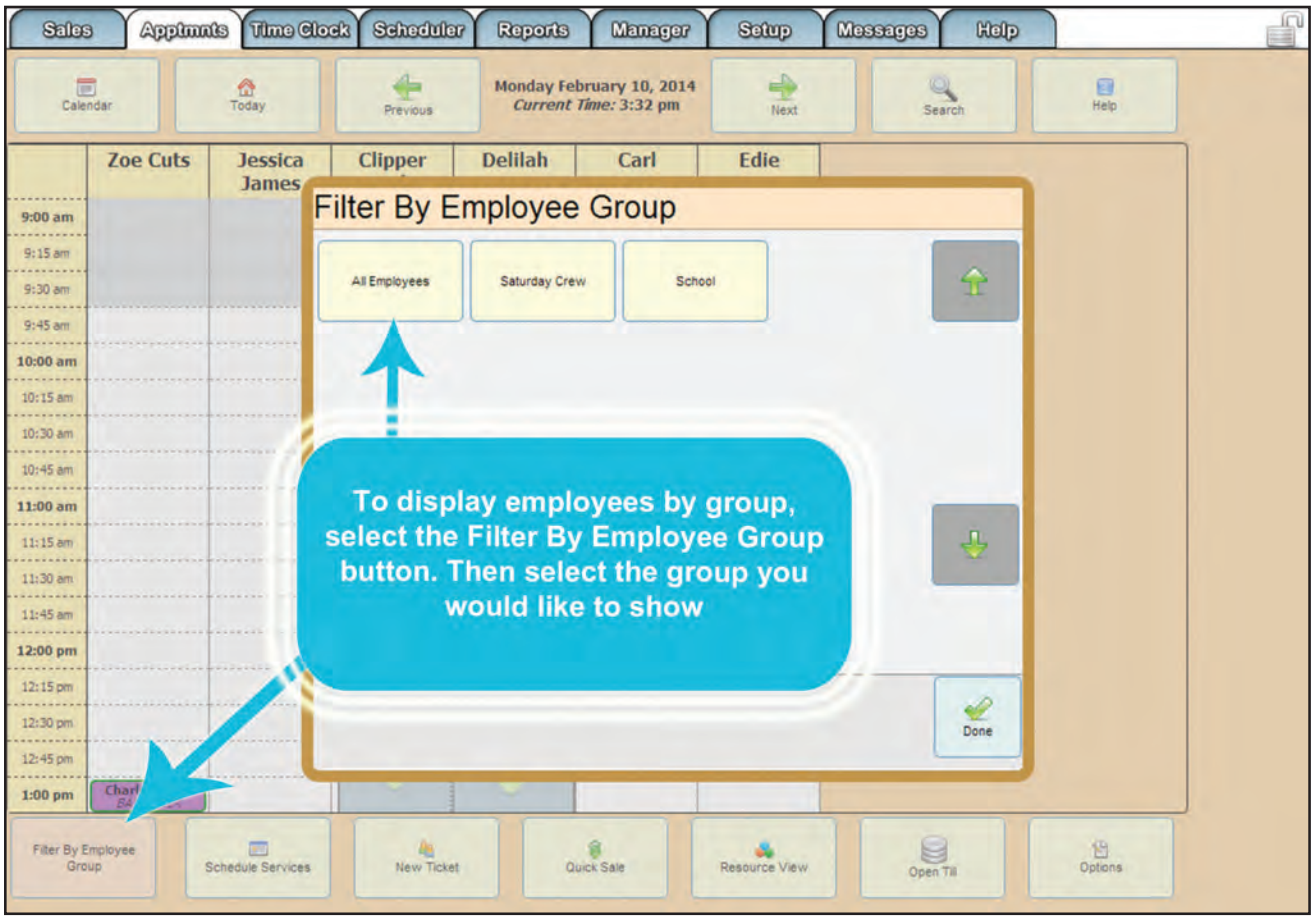


Figure 99 - Employee Group View on Appointment Screen

Scheduling Groups

Manager Tab → Employee → Groups → Scheduling Groups

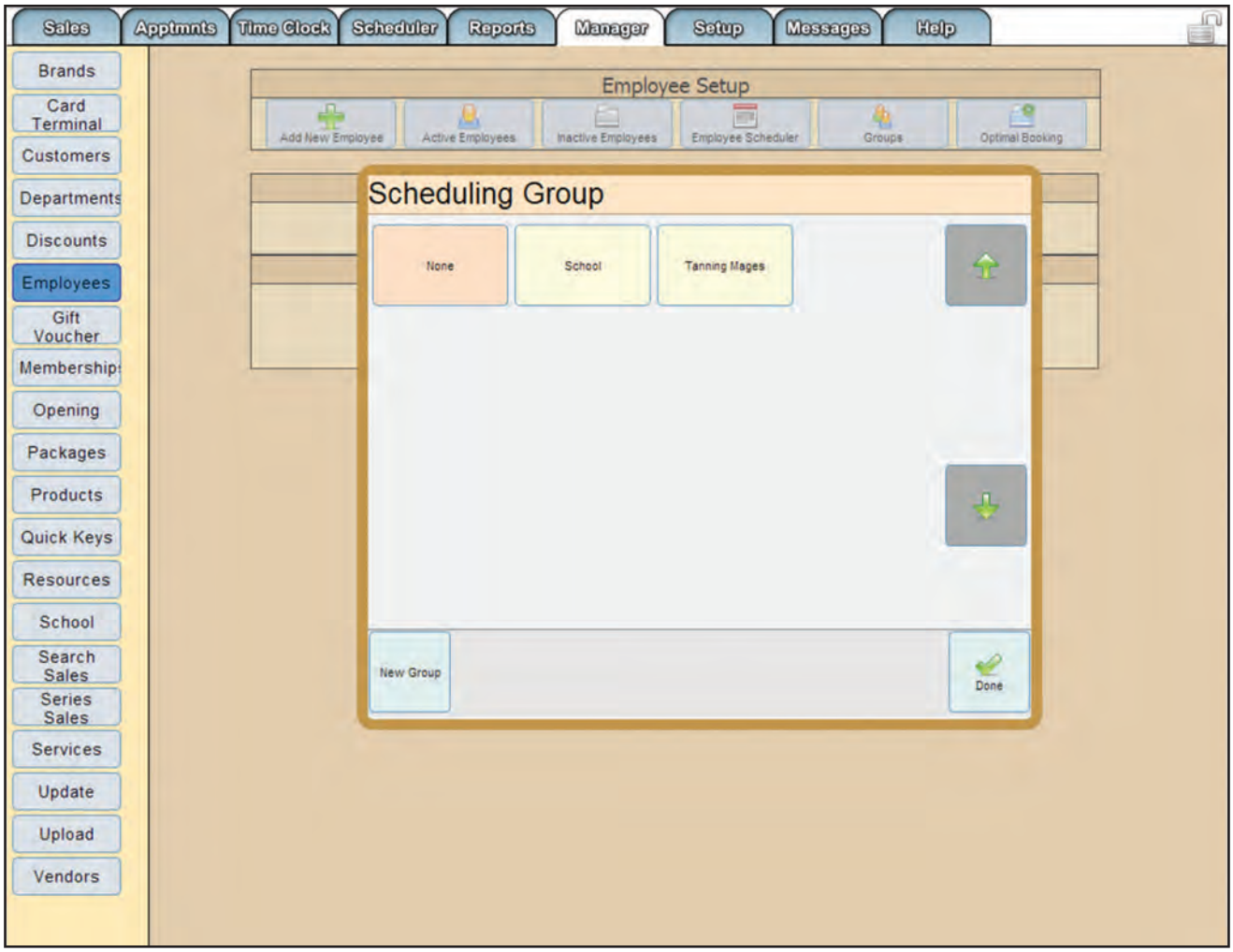


Figure 100 - Scheduling Groups Screen

SuperSalon allows you to create scheduling groups and assign employees to those groups. This allows you to edit whole groups of employees at one time simply by editing the schedule group times and dates.

To create a scheduling group, select the Scheduling Groups button, and then select the Scheduling Group button. The Scheduling Group setup screen pops up. Select the New Group button, enter a name for your group, and save.

The Scheduling Group editing screen will then appear. Enter the times and dates for the schedule and save.

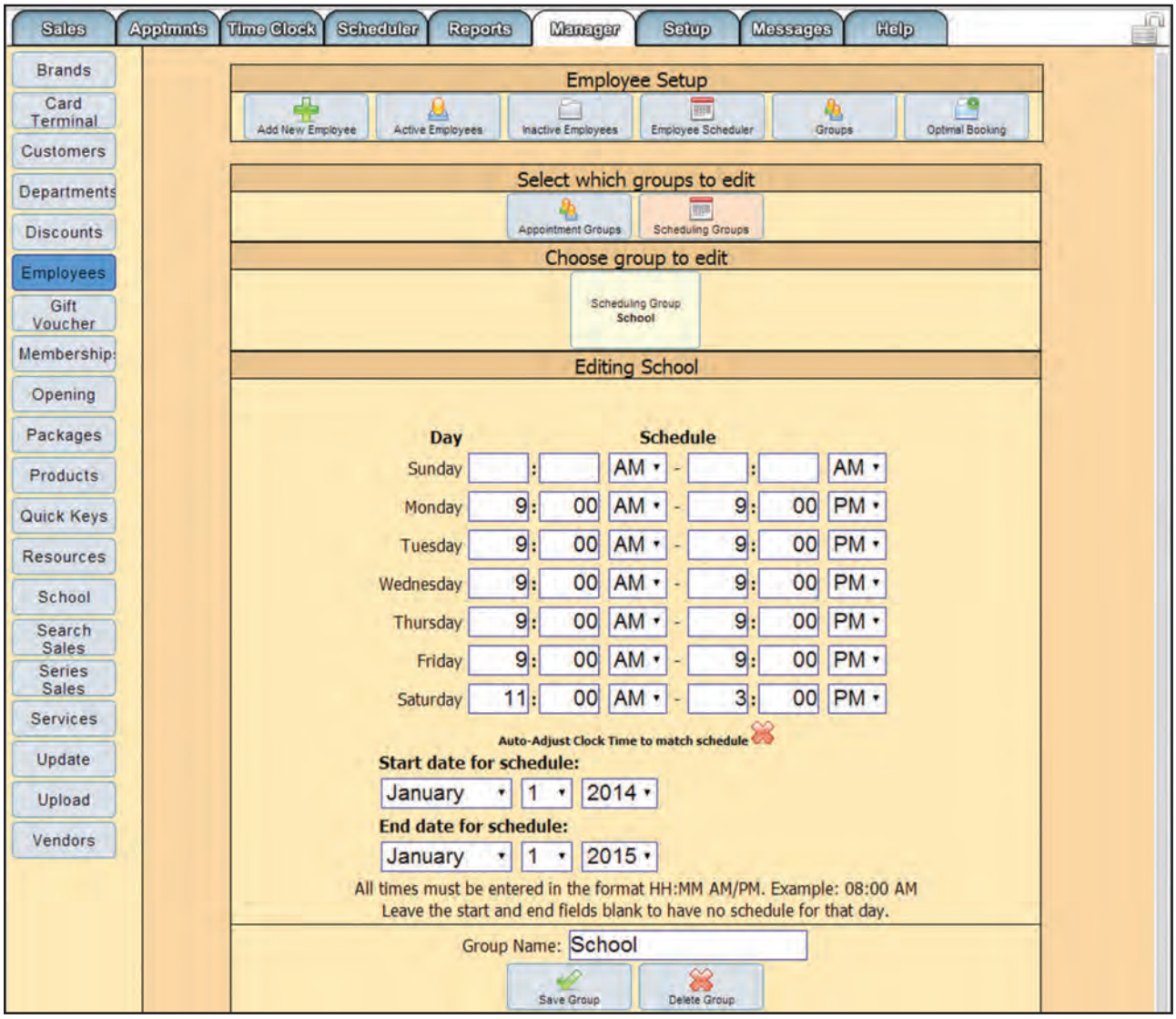


Figure 101 - Scheduling Groups Edit Screen

To create or edit another Scheduling Group, select the Scheduling Group button again. This will take you back to the Scheduling Group set up screen. To edit a group select the group and edit.

Individual members of this group can still have exceptions to the schedule by modifying their schedule using the Employee Scheduler (Manager Tab → Employees → Employee Scheduler or select the Scheduler Tab if enabled).

Exceptions will remain intact if the group schedule is modified, however, changing the member to a different group will remove exceptions.

Employees are assigned to scheduling groups under the General Information section of the employee record (Manager Tab → Employees → General button).

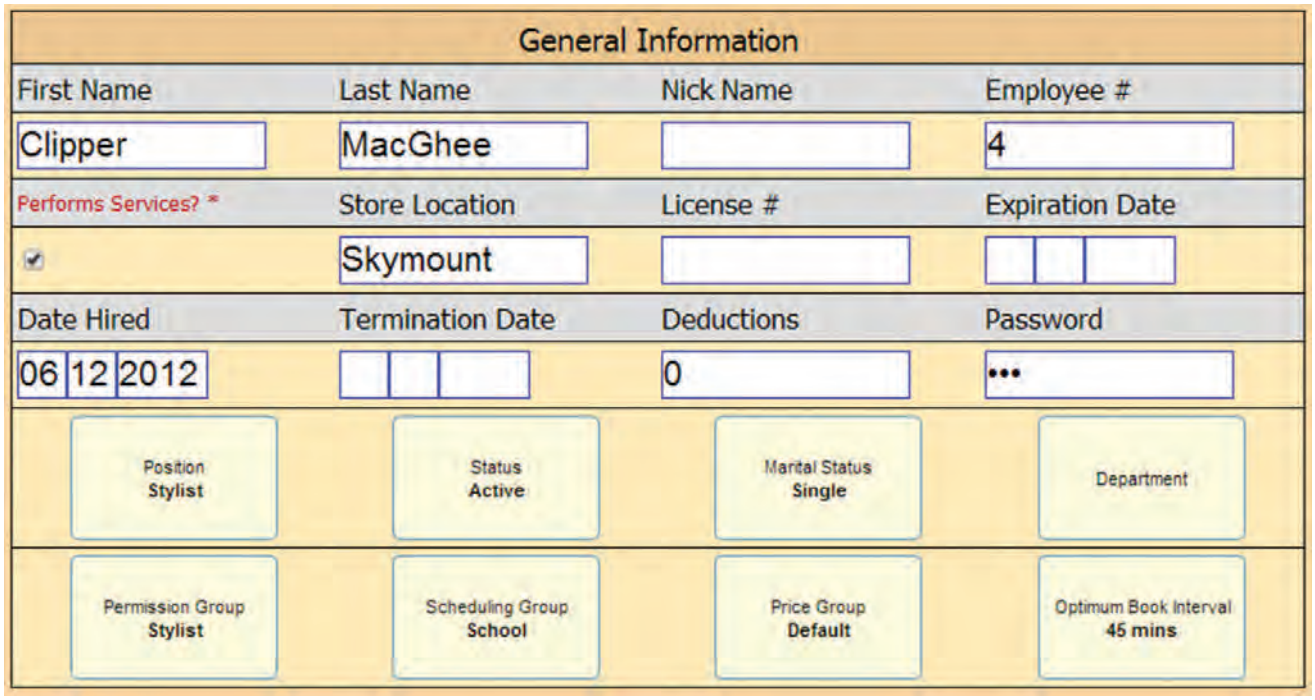


Figure 102 - Employee General Information Screen With Scheduling Group button

Select the Scheduling Group button and select the Group you would like to associate the employee with. The Group is added to the employee record.

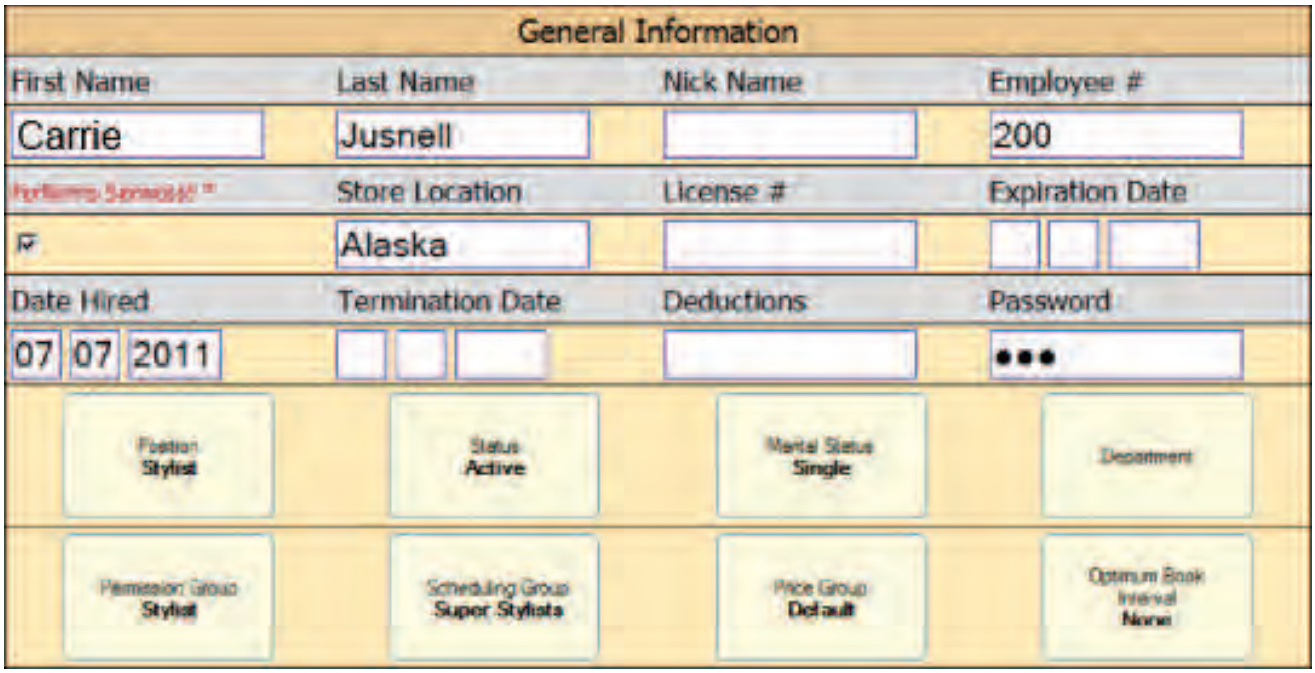


Figure 103 - General Information Screen With Assigned Group

Customers

Manager Tab → Customers

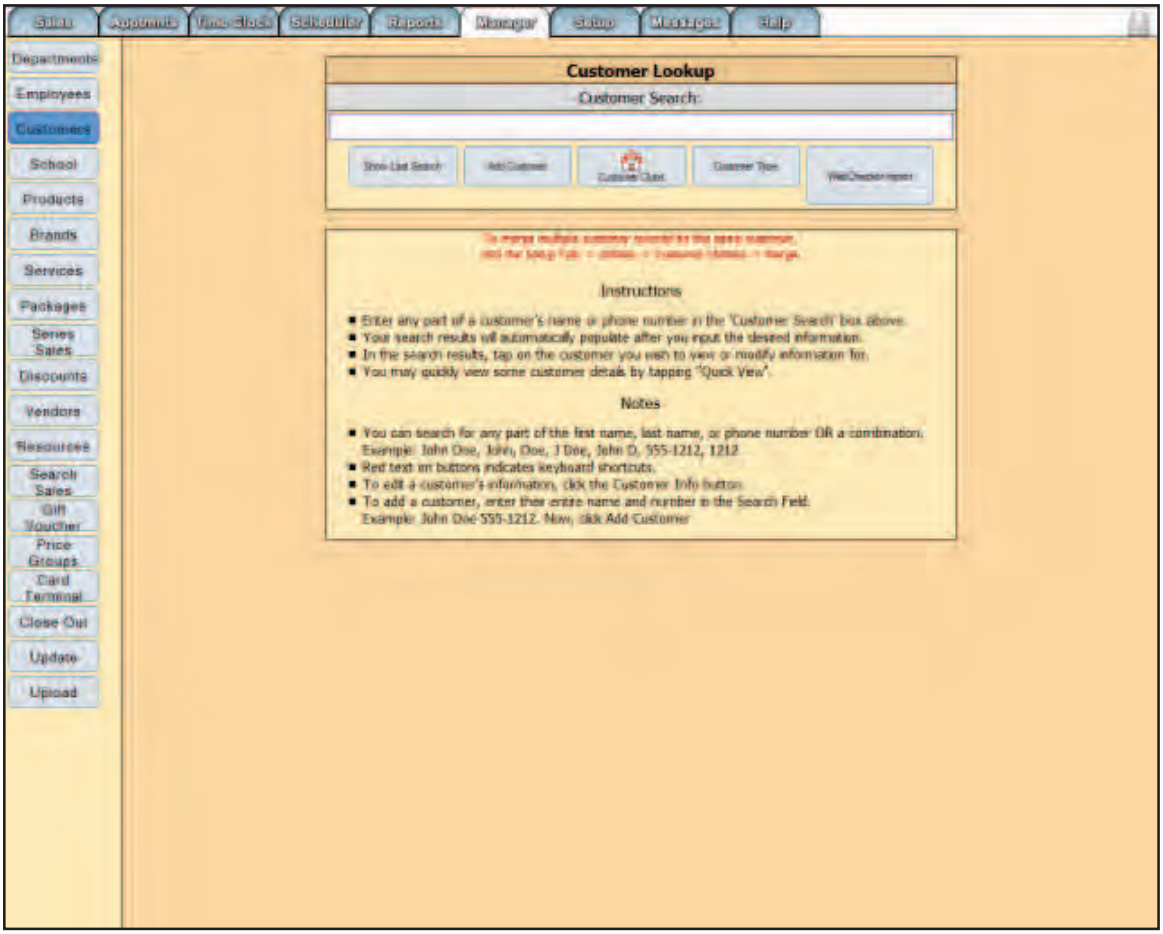


Figure 104 - Customer Lookup Screen

Customers can be reviewed, added, edited and inactivated. Customer lists can be exported from the I-Office into Excel and Word. When adding customers into the system you can solicit as little or as much information as you like. We recommend asking for an E-mail Address. This can be an inexpensive tool for marketing, follow-ups, loyalty discounts, etc.

If you enter the Male/Female information and the customer's date of birth information, **SuperSalon** will automatically enter their age and gender when creating tickets.

When searching for a customer, enter any part of their first name, last name or phone number in the Customer Search field. A list will pop up with matches for your search. Select a name to view or edit the customer information.

Show Last Search

Manager Tab → Customers → Show Last Search

If you need to view the results of your last search, simply select the Show Last Search button. The results of your most recent search will be displayed.

World Customer Search

Manager Tab → Customers → World Customer Search

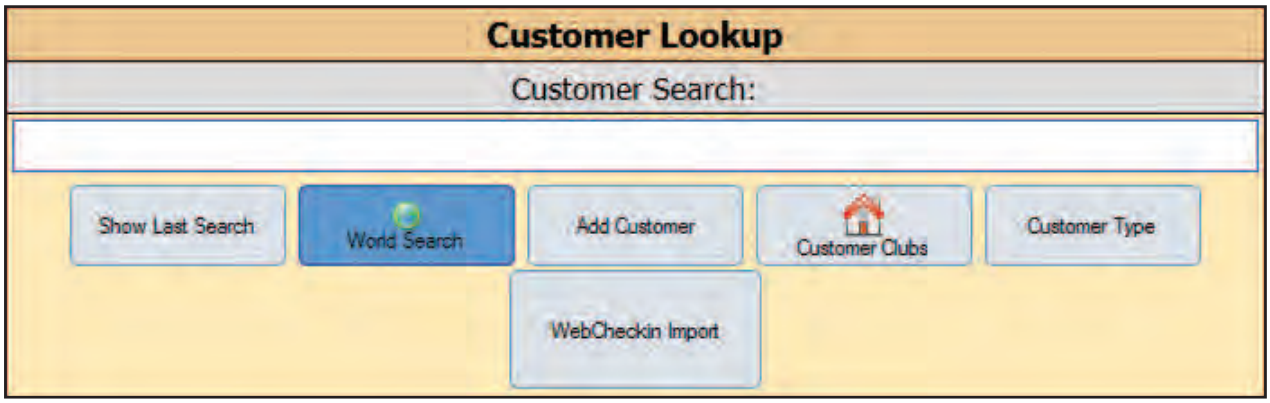


Figure 105 - Customer Lookup With World Search

This button will only be available if you are using the World Search functionality. When first searching for a customer, use the Customer Lookup screen. If the customer is not found, select the World Customer Search button. The World Customer Search screen appears. To set up World Search, see page 86. If you do not have access to this function and would like it, please contact our sales department at 888-458-1001, then press 3 or e-mail sales@rogerspos.com.

The Customer Database must be "Online" for it to work.

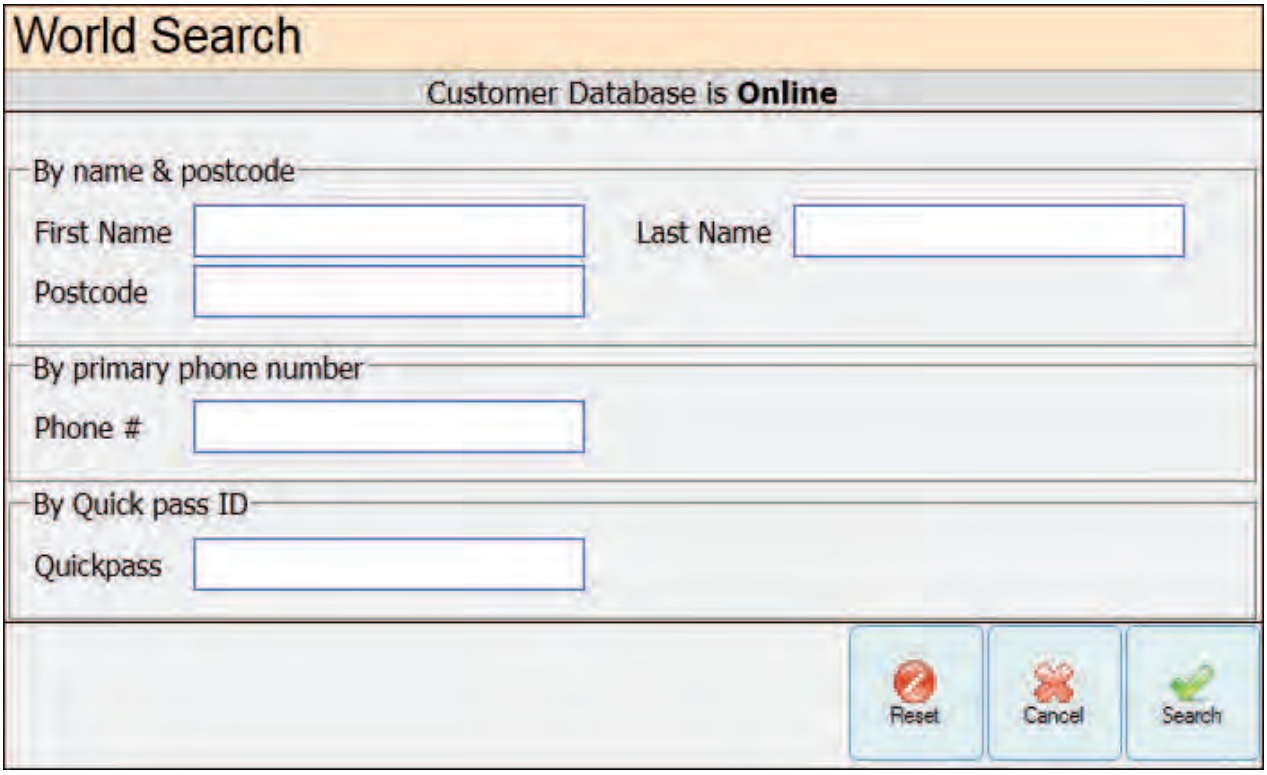


Figure 106 - World Search Enter Screen

Enter all or part of the name, phone number, postal code, or the full Quick Pass number, and then select the Search button. If the customer is found in the World database, the record is copied down to the local database.

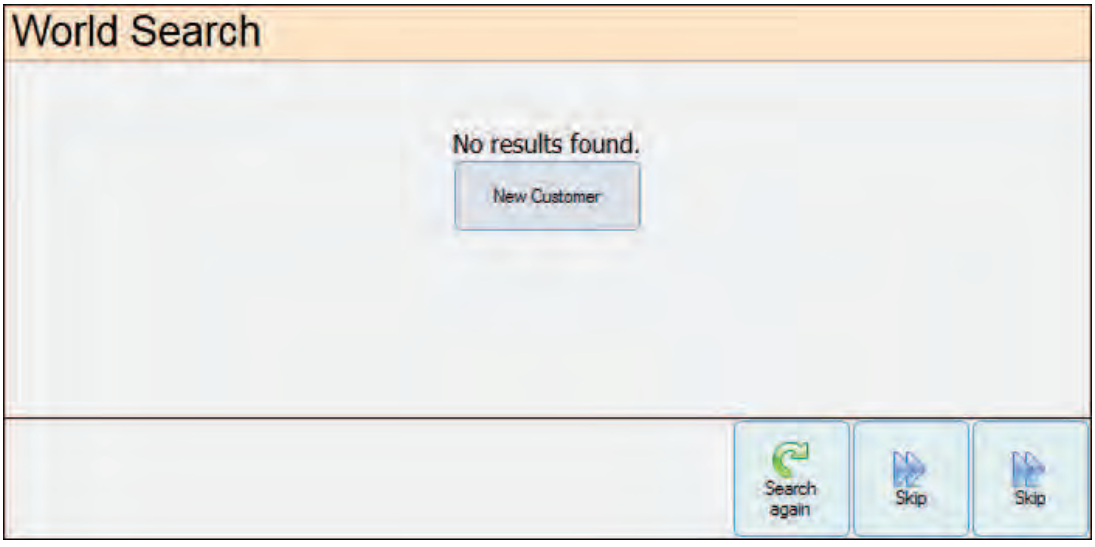


Figure 107 - World Search Results Screen

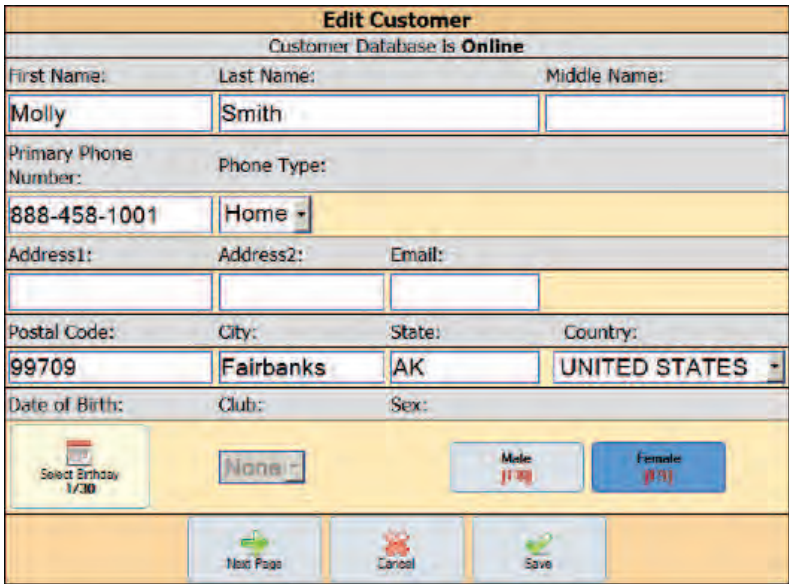


Figure 108 - Customer Information Screen Page 1

If no results are found, select the New Customer button. The customer information screen pops up. Fill in the information for the new customer and save.

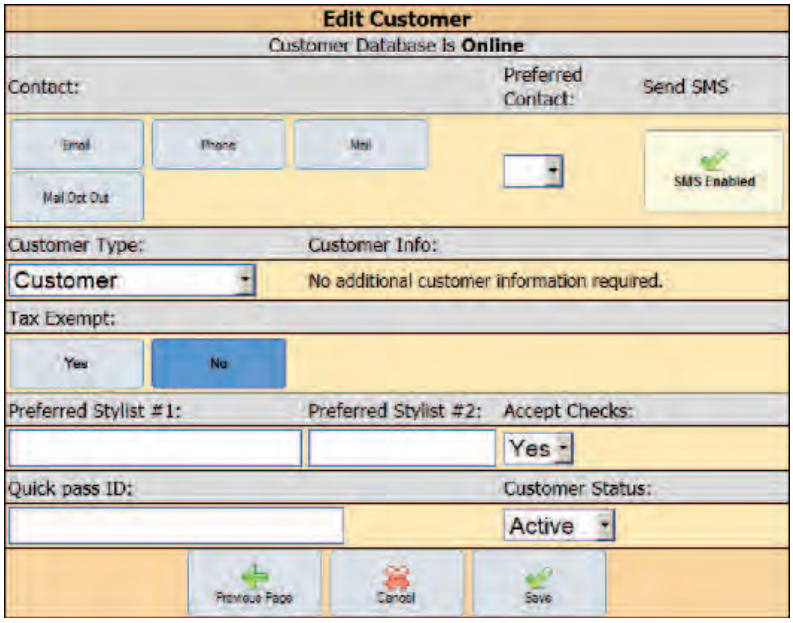


Figure 109 - Customer Information Screen Page 2

After saving, the customer is added to both the World Customer database and the local database.

Add Customer

Manager Tab → Customers → Add Customer

If you have performed a search giving no results, then you can add the customer by selecting the Add Customer button. Enter their information and Save. See Figure 108 and Figure 109 for the panels available when adding new customers.

Customer Panel

Manager Tab → Customers → Add Customer

The Customer Panel is only available after a new customer has been created. Once the customer has been added into the system, the customer panel will appear at the top of the standard information screen.

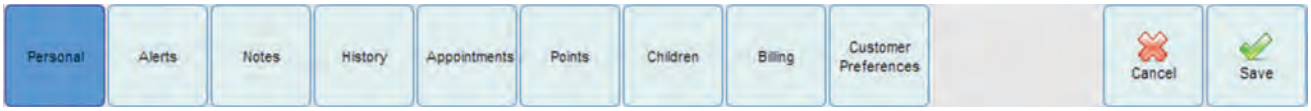


Figure 110 - Customer Panel buttons

Personal
When entering personal information, you can collect as little or as much as you like. For data integrity and ease of searching, it is recommended that you use a first name/last name combination. If last names are not required, then it is a good idea to enter a phone number. In either case, phone numbers are excellent customer identifiers and when used as a search tool, provide excellent results.

Alerts
You can enter Notes that will show at various times throughout the program. Enter your note in the Alert Note field, and then select the red X to include the note in the various areas of SuperSalon. Select a green arrow to remove the note from an area. Examples of Alerts are an allergy warning when going into service, a bad check warning when going to the payment screen, and a note that states the customer prefers a female technician when making an appointment for the customer.

Hair, Perm, Body, Nails, Skin, Color
Notes can be added to the Hair section to keep a record of information such as specific hair texture, porosity, condition, amount of gray, and current treatments applied. Additional, specific information can be added in the Perm, Color, Body, Nails and Skin sections. When text is submitted, the system will display a descending history below the text area stamped with the name of the employee who entered the information and the date the information was entered. These notes remain on a customer's profile permanently. Notes from these sections can be printed to the receipt printer by selecting the print button.

History
A record of all a customer's purchases of services and products can be viewed in this area. Additional buttons are included within the History section to display the customer's historical Gift Certificate purchases and redemptions as well as the customer's historical Series Sales purchases and redemption information.

Appointments
The customer's appointments will be listed. Select the Print Itineraries button to print the list.

Edit Children
SuperSalon supports the ability to add customer's children to the parent record. This will copy the parent information to the child record reducing the time it takes to add them into the system.

Billing
Enter billing information such as addresses, city, state and postal code.

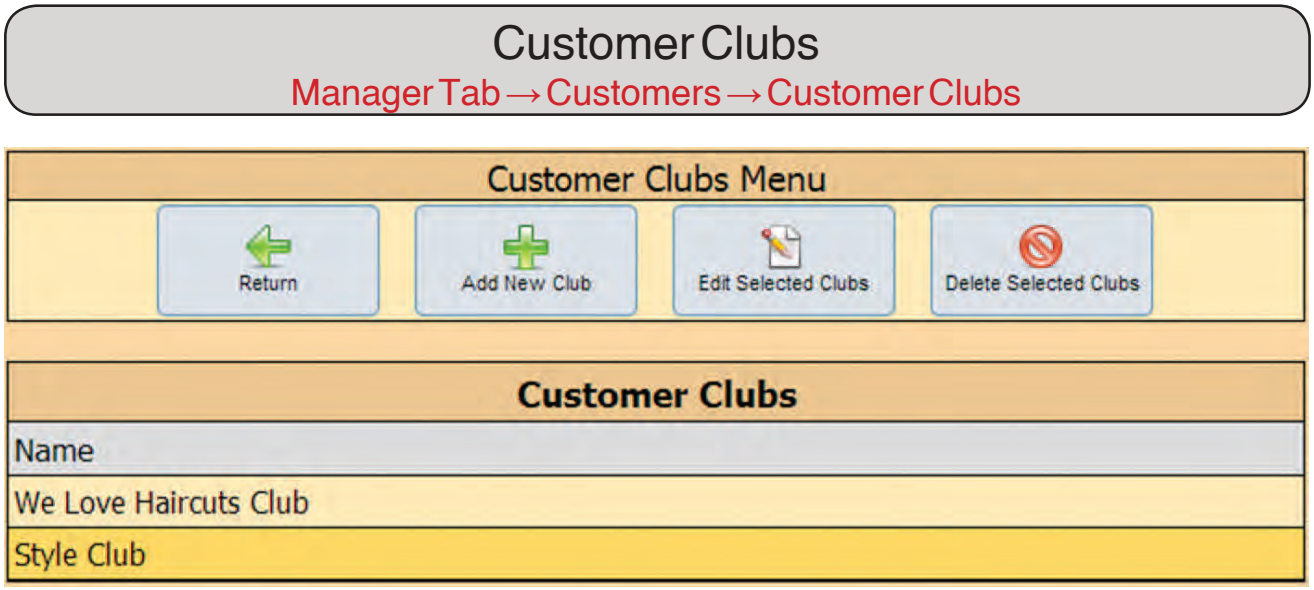


Figure 111 - Customer Clubs Menu

Customer clubs can be created and customers can be associated with a specific club by selecting the club name in the customer information area. Customer clubs are used for various reasons. Sometimes a discount might be applied for members of a particular organization. For instance, a salon owner might want to give a discount to members of a church organization or maybe actually make a donation to an organization based on the patronage of its members. By assigning the customers to a customer club, reports can be created providing information on how much patronage came in based on that club.

Customer Type

Manager Tab → Customers → Customer Type

Figure 112 - Customer Type Menu

The system allows you to categorize your customers by type and allow specific functions for those types such as discounts, etc. The customer is assigned to a type in the Personal section of the Customer Panel.

Select the Customer Type button to view types or add new. To add a new type select the Add Customer Type button, enter a name and save.

School

Manager Tab → School

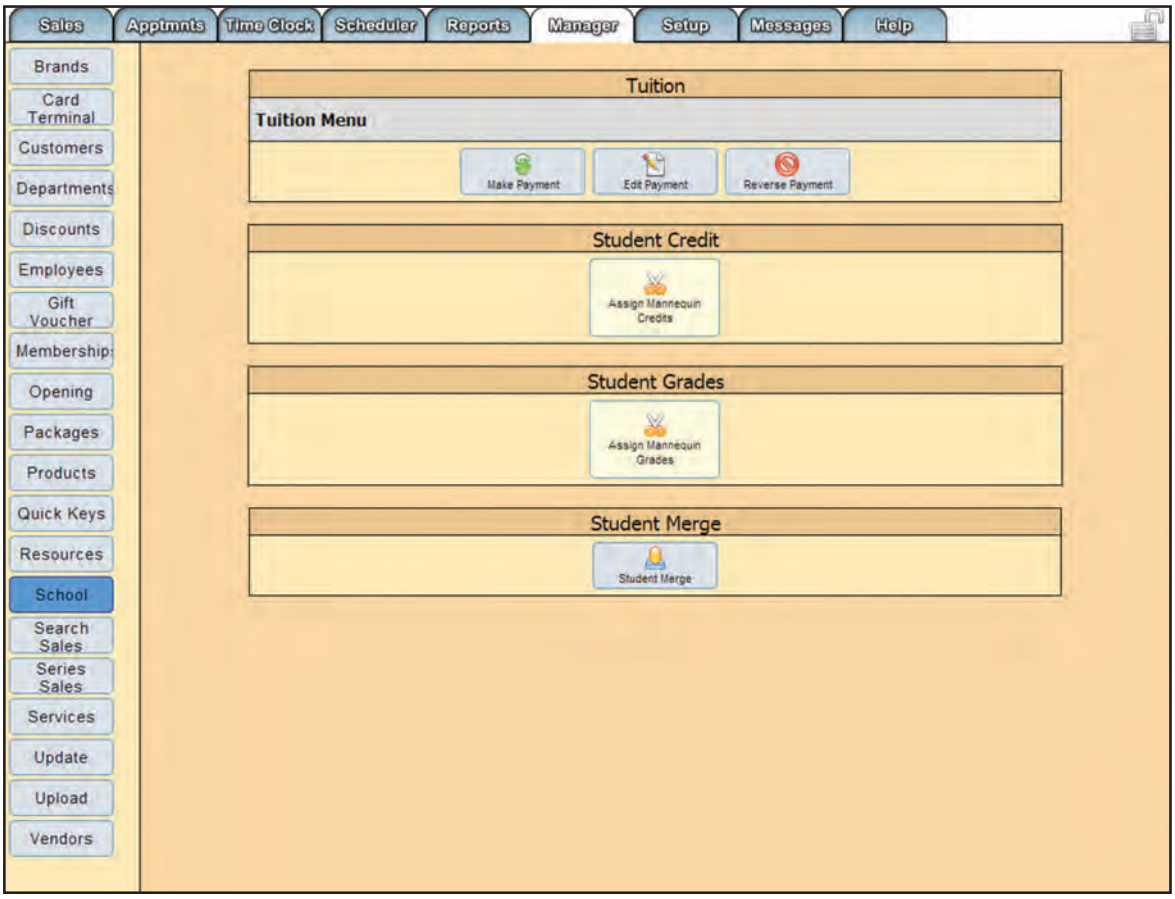


Figure 113 - School Screen

If you have School Functions enabled, (Setup Tab → Software Settings → System → School Settings → Enable School Functions) the School button will be added to the Manager tab. On this screen you can record and edit tuition payments your students make, assign credits and grades to students performing services on mannequins, and merge student records.

Tuition

To make a payment, select the Make Payment button, then select the type of tuition, then enter the student's name and payment amount. Select the Make Payment button again and you will be taken to the Payment screen to finish the transaction.

Select the Reverse Payment button to reverse a payment. On the Tuition screen, select a date range and select the Search button. Select the payment to reverse and confirm. The Payment Methods screen will come up. Select the Ring Out button to finish the transaction. Tuition payments can be viewed by navigating to the Reports Tab → School → Tuition payments.

Student Credit/Student Grades

Grades and credits can be assigned for services performed on mannequins. This allows students to receive adequate grades and credits to graduate in a reasonable amount of time in the event there are not enough customers.

To assign credits, select the Assign Mannequin Credits button, then on the popup screen select the Add Service button, select a service category, then select a service. Next select the Add Student button, then the Done button.

To assign grades, select the Assign Mannequin Grades button, then on the popup screen select the Add Service button, select a service category, then select a service. Next select the Add Student button, enter a Service Grade and Customer Grade, then the Done button.

Student credits and grades can be viewed by navigating to the Reports Tab → School → Student Credit Totals, Student Credits or Student Grades.

Student Merge
To merge two or more student records, select the Student Merge button. Enter a student name or number in the search field. Select the first student to be merged from the results listed. The Student Information screen pops up. Select OK, or cancel to start over. Follow the same procedure for the second student. Once you have chosen the students to merge, select the Merge Records button, then select New Merge to merge other records or Done to finish.

Products

Manager Tab → Products

The Product management screens are used for adding new products, editing existing products, deleting products, creating product orders, receiving products, adjusting products and transferring products. It can also be used for searching for products that meet any criteria you wish to search for.

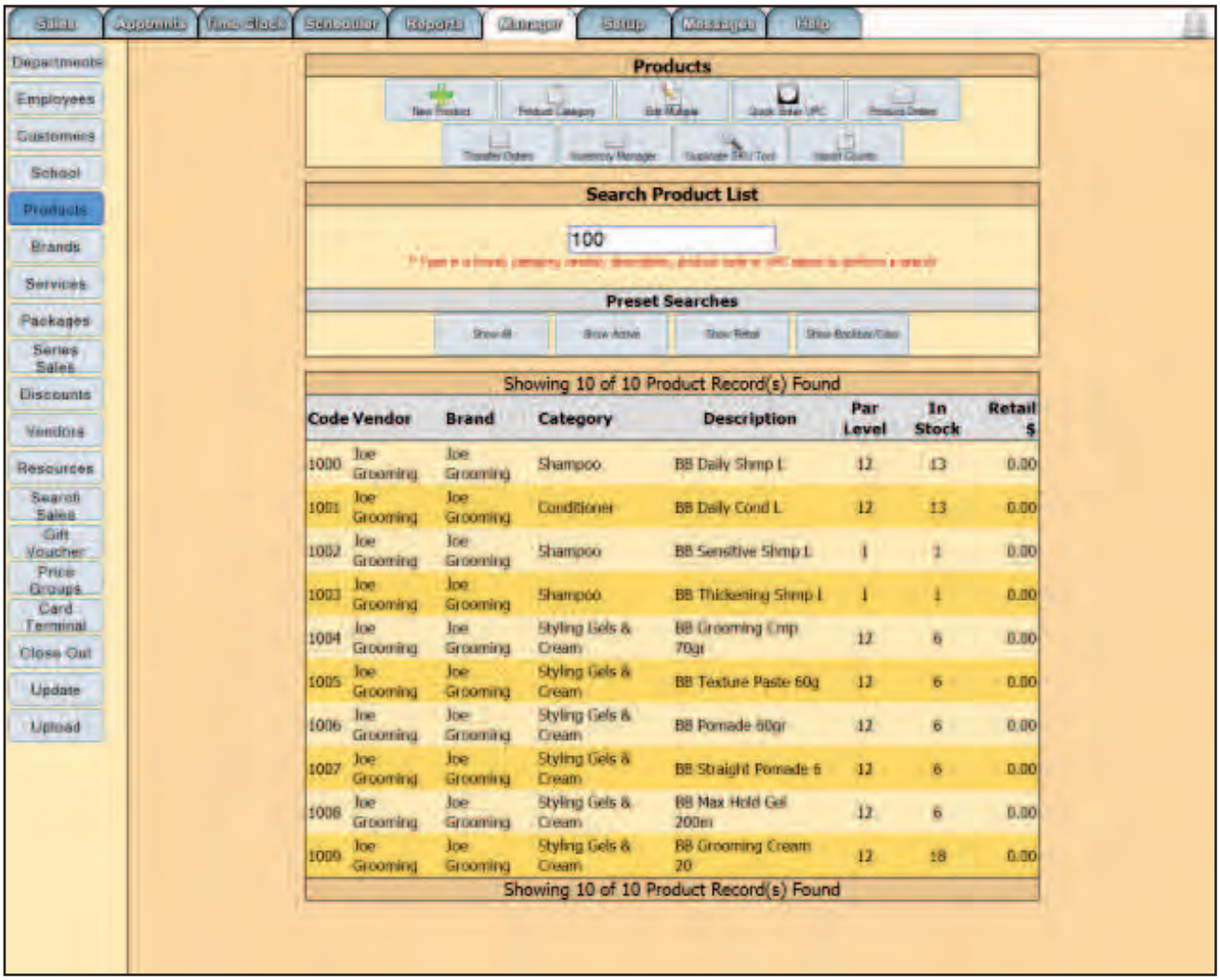

Sales
Appointments
Time Clock
Scheduler
Reports
Manager
Setup
Messages
Help
Departments
Employees
Customers
School
Products
Brands
Services
Packages
Series Sales
Discounts
Vendors
Resources
Search Sales
Gift Voucher
Price Groups
Card Terminal
Close Out
Update
Upload
Products
Search Product List
100
Preset Searches
Showing 10 of 10 Product Record(s) Found
Code Vendor Brand Category Description Par Level In Stock Retail $
1000 Joe Grooming Joe Grooming Shampoo BB Daily Shmp L 12 13 0.00
1001 Joe Grooming Joe Grooming Conditioner BB Daily Cond L 12 13 0.00
1002 Joe Grooming Joe Grooming Shampoo BB Sensitive Shmp L 1 1 0.00
1003 Joe Grooming Joe Grooming Shampoo BB Thickening Shmp L 1 1 0.00
1004 Joe Grooming Joe Grooming Styling Gels & Cream BB Grooming Cmp 70gr 12 6 0.00
1005 Joe Grooming Joe Grooming Styling Gels & Cream BB Texture Paste 60g 12 6 0.00
1006 Joe Grooming Joe Grooming Styling Gels & Cream BB Pomade 60gr 12 6 0.00
1007 Joe Grooming Joe Grooming Styling Gels & Cream BB Straight Pomade 6 12 6 0.00
1008 Joe Grooming Joe Grooming Styling Gels & Cream BB Max Hold Gel 200m 12 6 0.00
1009 Joe Grooming Joe Grooming Styling Gels & Cream BB Grooming Cream 20 12 18 0.00
Showing 10 of 10 Product Record(s) Found

Figure 114 - Product Management Screen

Important Notes for using a Barcodes Scanner: If you do not wish to enter separate Product Codes for a product, you can use the barcode number as the Product Code. If you do this, leave the Scanner Code field empty. (When you scan a product during a sale, SuperSalon will search the Scanner Code field in addition to the Product Code field). This is not recommended as scanner codes can change.

Adding/Editing/Deleting Products

To add a product, press the New Product button. Be sure all brands and categories are entered into **SuperSalon** before adding products. Fill out the screen as shown below and press Save or Save and Receive Product.

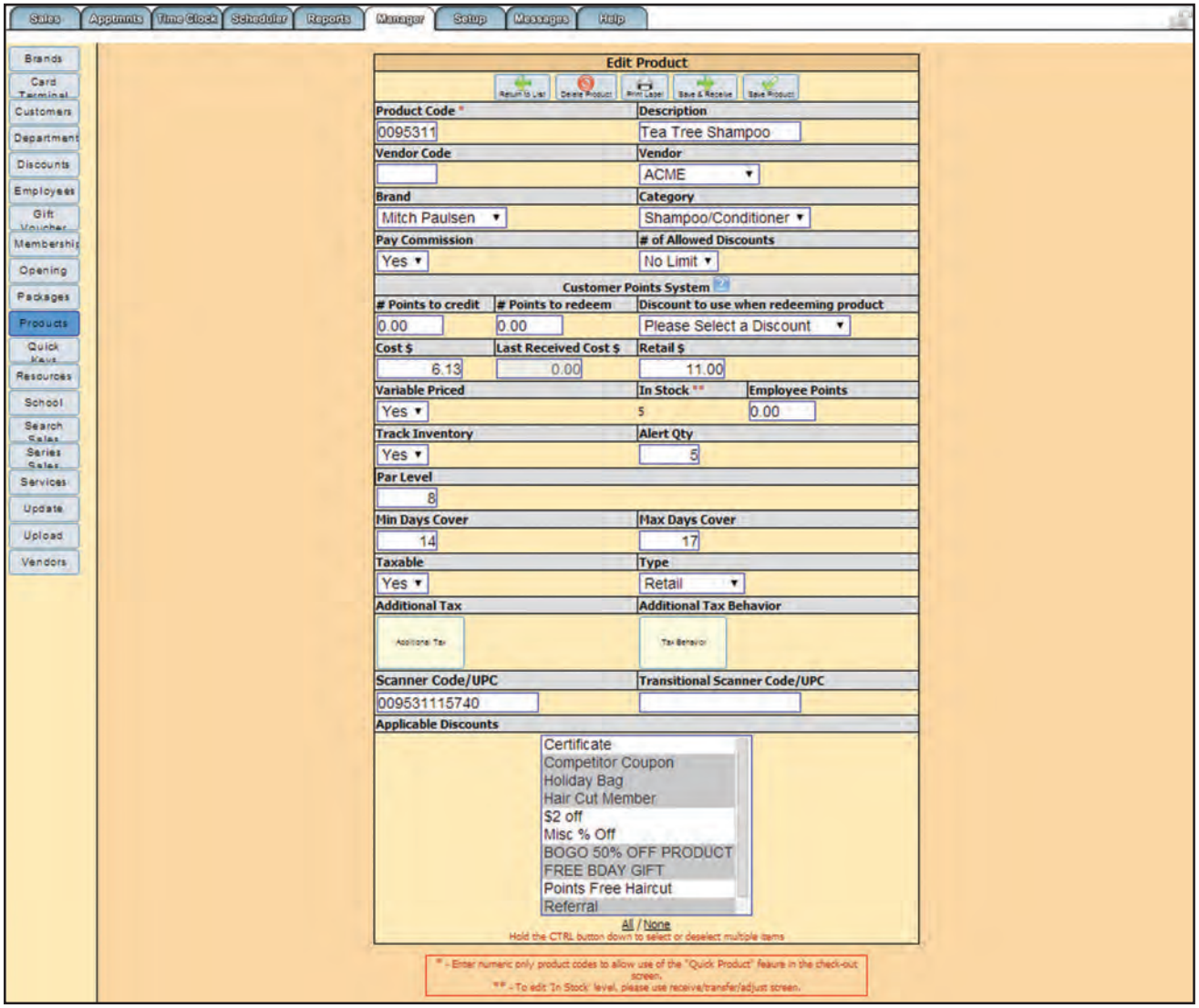


Figure 115 - Edit Product Screen

To Edit or Delete a product, you must first pull it up using the search tool. Once it is displayed, simply select the row to bring up the Edit Product screen as shown. To delete, select the Delete Product button. When a product is deleted, it is not available for future transactions but it will be included in historical data. To edit, make any changes you wish and select the Save or Save and Receive button. Most screen fields are self-explanatory, but a brief description of each one follows.

Product Code
Enter any unique numeric code for this product. Usually this will be a 4 digit number that corresponds to a price tag you might stick on the bottle. The receptionist can key this number in during a sale to add the product. You may use alpha-numeric product codes; however, we suggest you use numeric product numbers. The reason for this is SuperSalon's use of keyboard quick key shortcuts. While trying to key in an alpha-numeric product code, you may inadvertently invoke one of these shortcuts.

Description
The product description should show the name of the product and the size. Try to keep the format of the descriptions consistent. They do not need to include redundant information like brand, category or pricing.

Brand, Vendor, and Category
To select a brand, vendor or category, these must first be set up on their respective screens under the Manager tab. This information enables the use of the Quick Pick system and helps for searching and ordering. For instance, you can generate orders by vendor, or search for all products of a specific brand.

Pay Commission
Products with Pay Commission set to "Yes" will be included in the commission calculation on the payroll report assuming that a commission plan is defined. Typically this will be set to "Yes". For special products such as closeout products, owners may wish to not pay commission.

Number of Allowed Discounts
This option allows you to limit the number of discounts that may be used on this product in a single transaction. This can keep someone from ringing up a sale with a senior citizen discount, a newspaper coupon, a $2.00 discount card, and a student discount all on one ticket by limiting the product to one or two discounts. Set to No Limit, if you want to disable it. Applicable discounts can be selected at the bottom of the screen.

#Points to Credit
This field will only appear if the point system is enabled. Enter the number of points that a customer will be credited on their account each time this product is purchased.

#Points to Redeem
This field will only appear if the point system is enabled. Enter the number of points needed before a customer can redeem their points for a discount.

Discount to Use When Redeeming Product
This field will only appear if the point system is enabled. Choose the discount the customer will receive when they redeem their points. You may use any discount you wish. The default discount is the "Redeem Points" discount the system creates when the customer points system is first enabled. This discount is 100% of the cost of the product. The points system only works with discounts which do not have an amount of zero. A discount's amount must be defined.

Cost $
This is what you pay wholesale for the product. This can be left blank, but it is useful to enter an amount so you can see how much you are spending on purchase orders and product profitability on reports. You can report on the value of inventory by cost or retail.

Last Received Cost $
The system will enter the cost for the product from the last order.

Retail $
This is the amount that you sell the product for at retail.

Variable Priced
If you would like the product to be variable priced, choose "Yes" from the drop down. Employees will be able to change the price when a customer is purchasing the product.

In Stock
This is the quantity the computer calculates that you should currently have on hand. You can see how this number was derived by viewing the Inventory Report on the Reports tab (Reports tab → Products → Inventory).

Employee Points
Enter points to assign to an employee who sells this product. These points might be used as incentives and bonuses to encourage employees to offer certain products to customers thereby increasing the per customer transaction amount.

Track Inventory
Select "Yes" from the drop down if you want the system to track the product's inventory.

Alert Qty
When the quantity on hand reaches the level you set here or below, the next order you create automatically suggests you order whatever quantity it takes to get back to the par level.

Par Level
This is the quantity that you would like to maintain on your shelf. When you display a product Purchase Order, it will show suggested quantities. These quantities are calculated by subtracting the current number on hand from the par level. If the par level is 6, and the number on hand is 3, SuperSalon will suggest ordering 3.

Min/Max Days Cover
This is where you set the minimum and maximum days on hand you would like to have for the product to cover you between orders.

Taxable
This option allows you to set a product as non-taxable. Usually this option will be set to "Yes" in order for proper taxes to be added to sales.

Additional Tax
Additional taxes can be added for specific products. Create the additional tax on the tax setup screen (Setup tab → Software Settings → Sales → Taxes → Current Taxes → Add Tax). Select the Additional Tax button and choose the additional tax to apply to the product.

Additional Tax Behavior
Select the Additional Tax Behavior button to choose whether the additional tax should replace the current tax for the product or add to it. This is useful in situations where a specific product has a higher tax rate than other products you may sell.

Scanner Code/UPC
This field allows you to enter the UPC code for a product. If you are using a barcode scanner you will need to enter these numbers. The quickest way to enter these numbers is by using the barcode scanner. Select the Scanner Code/UPC field. Scan the item with the barcode scanner. The code will be added.

Transition Scanner Code/UPC
This is a special field for use when a particular product is in a transition. For example, a particular product is re-packaged but there are both types in stock. Enter the newly packaged barcode into the Transition Scanner Code/UPC field and either barcode will bring up the same product.

Applicable Discounts
Choose the discounts you wish to allow for the product. Choose All or None, or use the Ctrl key to choose multiple discounts.

Product Category

Manager Tab → Products → Product Category

Figure 116 - Category Menu

When you add new products you can enter a category, therefore categories should be created before adding products. This is where you add, edit and delete those categories. These typically include shampoo, conditioner, styling aids, etc. This allows you to sort various lists and reports by category. It also allows you to search for products by category. Select the Add Category button, then name your category and save. The category will be added to the Category List.

Edit Multiple

Manager Tab → Products → Edit Multiple

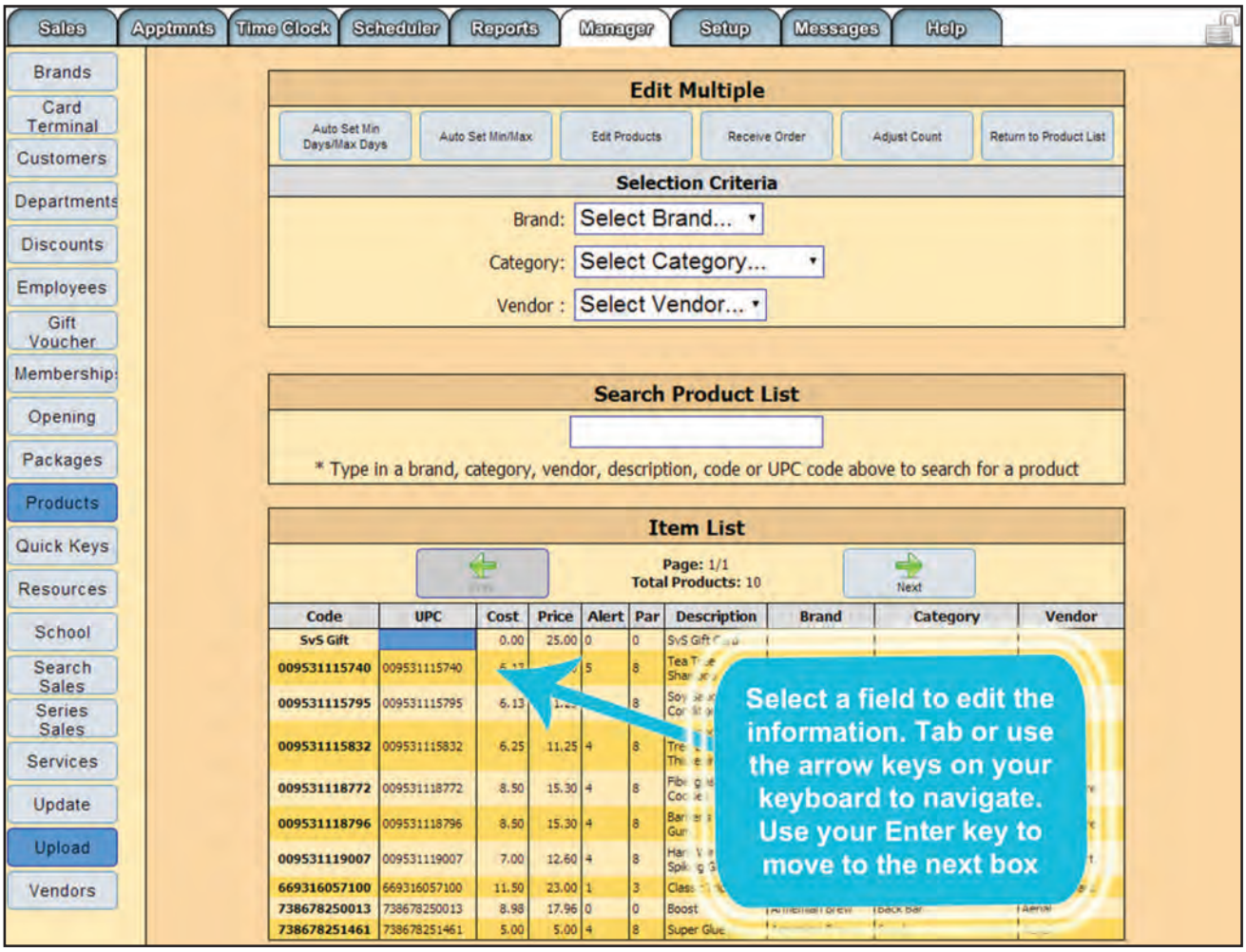


Figure 117 - Edit Multiple Screen

The Edit Multiple screen displays the entire list of products with editable fields. This allows the user to make many changes to the product database at one time as opposed to editing a product and saving, selecting a new product, editing and saving, etc. The drawback is that it is easier to make a mistake as it lacks the controls and confirmations of the Edit screen. All changes are automatically saved.

In Figure 117, no particular brand is chosen. It is possible to filter by a single brand, thus allowing the user to quickly go through all of the products of a single brand and edit the retail prices. It could also be used to do an inventory count on a single brand and enter all of the adjustments at once. A Product Count Sheet can be printed by selecting an item or items, selecting the Adjust Count button and the Product Count Sheet button.

Tip: Edit Multiple offers fast editing but lacks confirmation. BE CAREFUL!

Auto Set Min Days/Max Days
Set the minimum days and maximum days. Set the filter to all or part of the product list you would like to apply this to. Click Apply.

Auto Set Min/Max
Choose a date range and set filter to all or part of the product list you would like to apply this to. Click Apply. The system will look at the sales over the time frame and calculate an average per day per item formula and then will apply this to the minimum days on hand to set the Min/Max Days on Hand settings.

Receive Order
The Receive Order button offers a quick way to receive products. Just click the box in the Receive column where you want to start, and then enter the amount received. Use your Enter key to move to the next product.

Adjust Count
Use the Adjust Count button to quickly enter a New Count on items. Just click the box in the New Count column where you want to start. Enter the new number and use your Enter key to move to the next product.

You can also print a Product Adjust Count Sheet by selecting the Product Count Sheet button. This will print a sheet with all items listed and a New Count column where you can write down the new counts when doing an inventory. Use the filters to list and print specific products you would like to inventory.

Quick Enter UPC

Manager Tab → Products → Quick Enter UPC

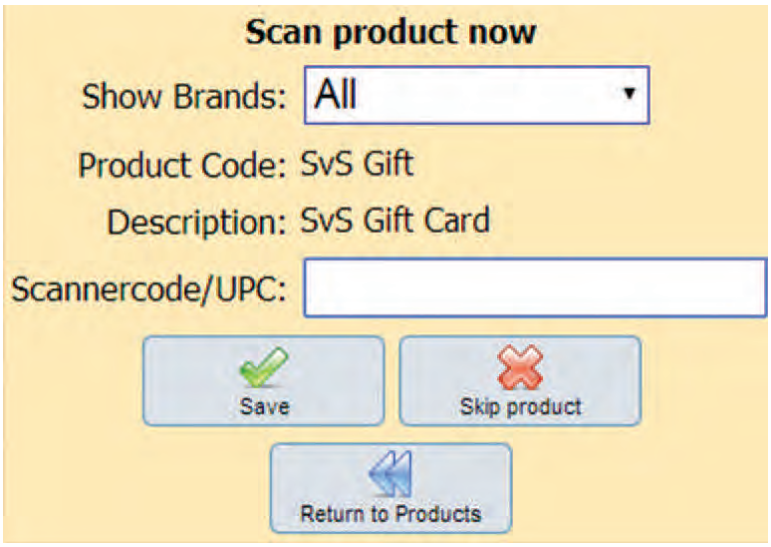


Figure 118 - Quick Enter UPC

Use the Quick Enter UPC button to quickly enter a products UPC code. Filter by brand then use the Skip product button to find the item you wish to add the UPC code to, and then use your bar code reader to add the UPC. Be sure to save.

Product Orders

Manager Tab → Products → Product Orders

The **SuperSalon** product ordering system is designed to make the difficult task of preparing product orders much simpler, On the Products screen, select the Product Orders button. Once in the Product Orders section select the Create Product Order button on the right.

If you order your products from Regis choose "Regis" from the Type drop down, otherwise leave this as Manual. Select whether this will be an order for product Inventory, Back Bar, or Supplies. The system automatically assigns a name for the purchase order, but you can enter a different name if you choose.

Adding Products

- Select the Add Product button.
- This step can be done multiple times to add multiple types of products.
- Select a vendor, brand, or category for the products that are to be added. You may also search by the product code.
- Select the Display Product List button to display all matching product.
- Selecting the Auto Select button will select all products that are below the Alert Level.
- Selecting a product row will select or deselect the item to be added to the Product Order.
- Adjust order amount on all selected products.

- Select the Add Selected Products button when you are finished selecting the products.
- If there are additional products that are to be added from a different brand, category, or vendor, select the Add Products button again.

You can quickly add a product on the Product Order Information page by entering a product code in the SKU field and entering a quantity. Select the Add button to add to the PO.

Finalize the Order

- Product orders must be finalized before they can be printed, received or archived.
- Please insure that all items in the product order are correct before finalizing.
- **Important** — Any products that have a zero order quantity will be deleted from the order at this point.
- After the product order has been finalized no more changes will be allowed until it is ready to be received.

Ordering

- Once the order is Finalized, select the Print Order button to print the order. The order will print to your receipt printer at the salon or display the print properties if used from the I-Office. You can also export the order to a CSV file by selecting the Export CSV button so that you may e-mail the order to your vendor.
- Once the order is placed, select the Mark as Ordered button located on the right of the screen.

Receiving an Order

- To receive an order select the Product Orders button then select the row of the order you would like to receive in. Then select the Receive Order button.
- Make all final changes to order cost for selected products.
- Enter product received counts. To quickly switch to the next Received Count field, press the tab key on your keyboard.
- **Optional** — If a partial order is received select the Create Backorder button to create a new order that contains only the products that have not been received. The Backorder will show in the Purchase Order list.
- After entering the received product counts, select the Mark PO as Received button. All changes to the products will be applied to the product database and inventory counts will be adjusted.

General — Misc. Information

- **Save Order** — Select this button to save any changes that are made to the product order. All changes are also saved when changing between buttons.
- **Delete Order** — If you choose to delete an order you will no longer be able to make any changes or receive the order.

Create Product Order (Wizard)
You can also use the Create Product Order Wizard to create an order. This will generate an order based on the Min/Max levels vs. quantity on hand. You must have the Min/Max fields set and accurate quantity on hand for the wizard to order. You will be able to delete items or add new items after the wizard finishes.

- Select the Create Product Order (Wizard) button.
- Enter a name for your Purchase Order and choose the Type.
- Select the vendor and brand.
- Select the Create PO button.

Transfer Orders

Manager Tab → Products → Transfer Orders

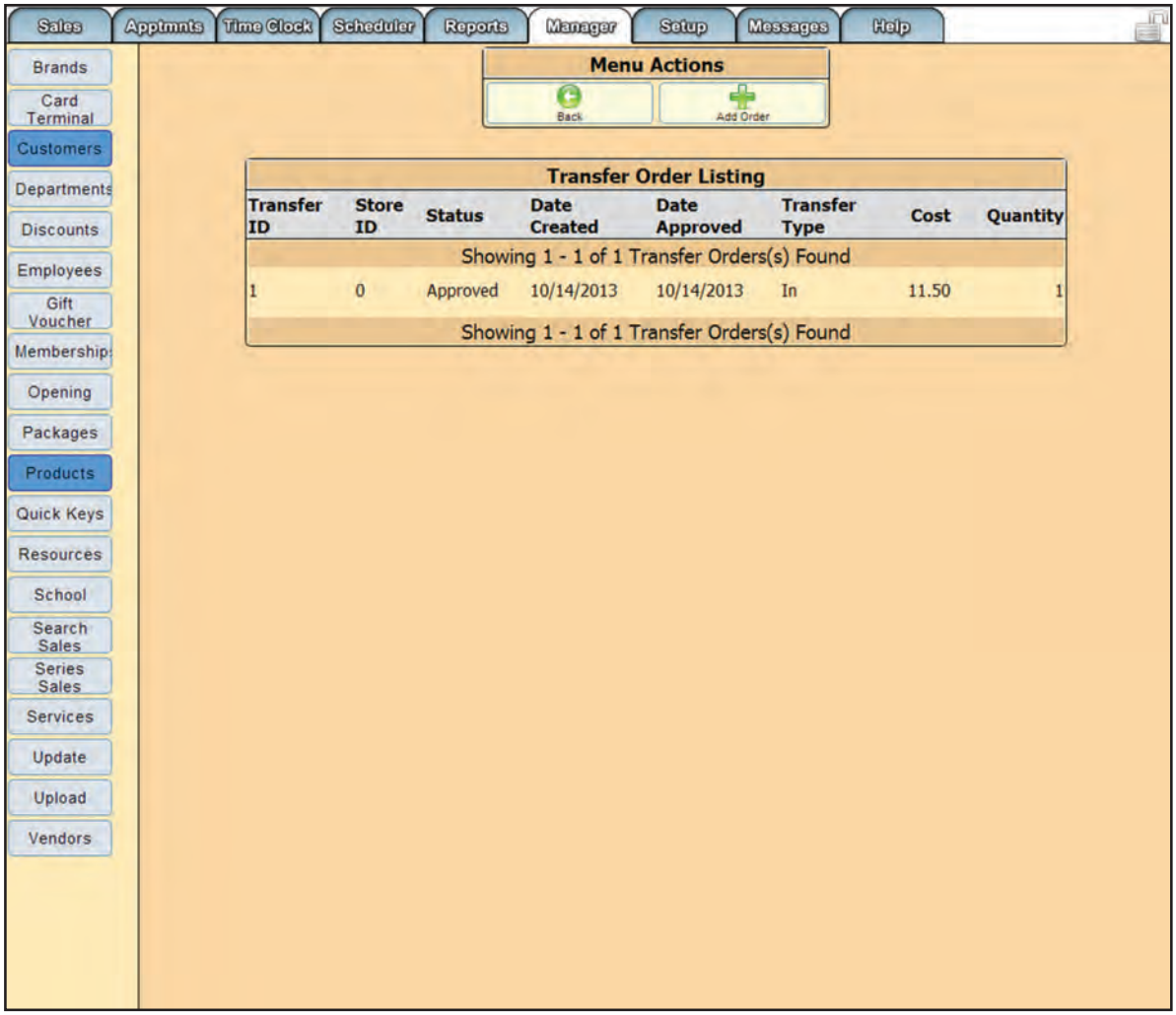


Figure 119 - Transfer Orders Screen

The Transfer Order button allows you to keep a record of transfers to/from other locations.

- Select the Add Order button to start.
- In the Add Products to Order box use the Product Search field or filters by selecting a brand, vendor, or category.
- Select the green arrow next to the product you wish to transfer. The system will add the product to the Transfer Order box. Do this for any items you wish to add.
- Select the Edit Detail button.
- Enter the Salon ID and select the Transfer Type.
- Adjust the cost and quantity as needed.
- When done, select the Stop Editing Detail button. Now you can approve the order and print a copy. The system will make the adjustments to the inventory.

Inventory Manager

Manager Tab → Products → Inventory Manager

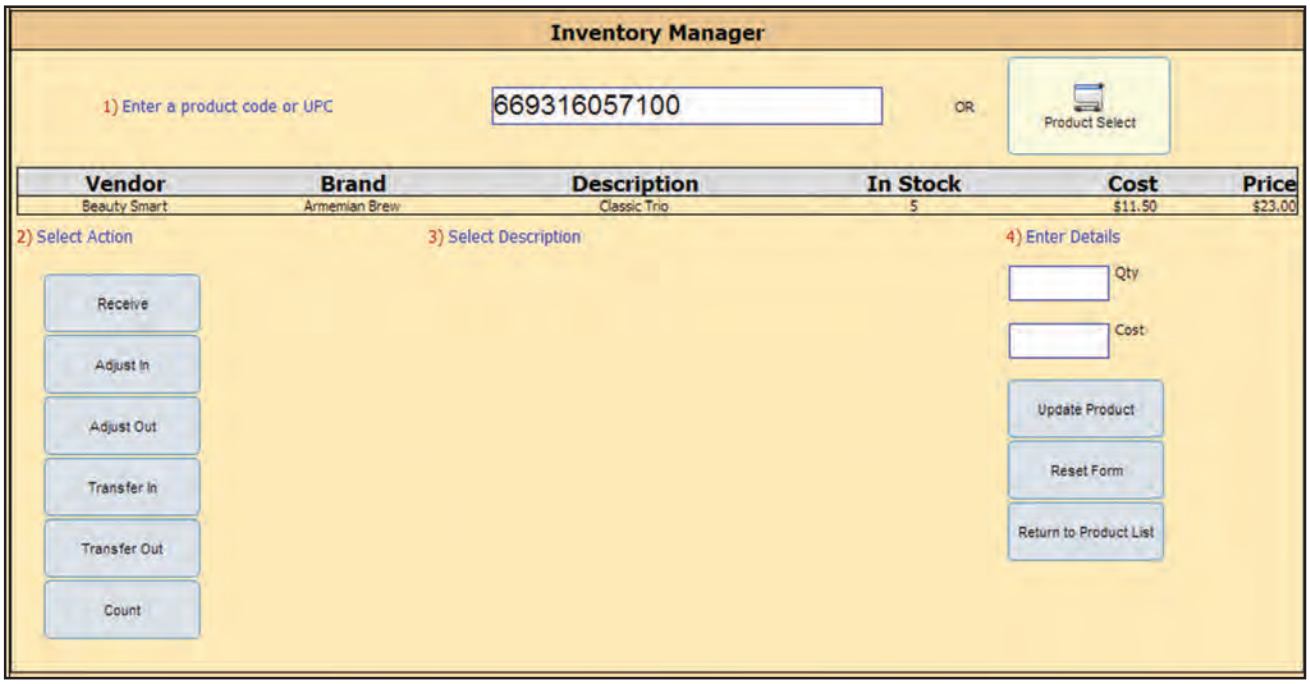


Figure 120 - Inventory Manager Screen

The Inventory Manager is used to receive products in from an order, adjust products when doing inventory, and transferring products to and from back the back bar and other salons. This screen is designed to be very fast and efficient. All entries made in the Inventory Manager are shown in the Receive/Transfer/Adjust report (Reports tab → Products → Receive/Transfer/Adjust). You can view products received (or select adjusted or transferred) for any date range by cost or price. Total value is calculated.

Receive/Adjust In/Adjust Out/Transfer In/Transfer Out/Count

When you start the Inventory Manager screen, the cursor is already in the Code/UPC field. Enter a product number. The product and current quantity will be displayed for confirmation. Select the Receive button (or other button depending on what is needed), select or enter a description if needed, and tab to the Qty field. Enter the quantity and press the Enter key. The cursor will jump back up to the Code/UPC field and the inventory change will be confirmed. Enter the next code and continue:

1. Enter the product code
2. Select the Receive button (or other button depending on what is needed)
3. Select or enter a description
4. Tab to the Qty field and enter a quantity
5. Hit the Enter key. Repeat for the next product.

If you make a mistake search for the product on the main products screen or use the Edit Multiple function to find the product and make the correction. Remember to use the arrow keys on your keyboard, tab, and your enter key for speed.

Duplicate SKU Tool

Manager Tab → Products → Duplicate SKU Tool

Sometimes when you import products into your system you may get duplicate SKUs. The Duplicate SKU Tool will check to see if you have multiple products sharing the same SKU and allow you to make adjustments to the inventory to fix this.

Import Counts

Manager Tab → Products → Import Counts

Select the Import Counts button on the Product screen to bring up the Import Inventory Count screen. From here you can import inventory counts by browsing Inventory Count files on your computer. The file format used is CSV.

Once you have selected the file, you can verify the products and inventory counts of the file imported by selecting the "Check File" button. This will display a report called 'Exception Product List'. The Exception Product List supplies the user with the SKU code, the description, the inventory count, the On hand quantity and a reason for the displayed discrepancy.

The available reasons are:

- Products not found in database
- Count not matched with On hand quantity

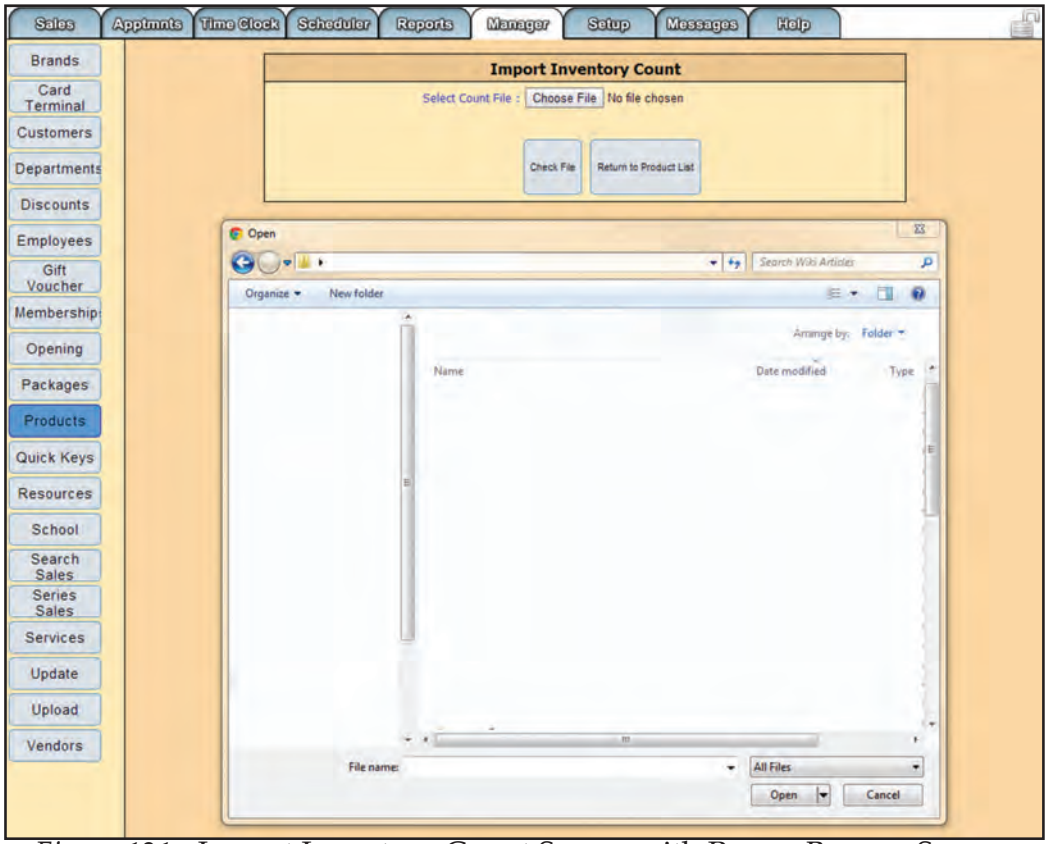


Figure 121 - Import Inventory Count Screen with Popup Browse Screen

To do an import and create the actual inventory adjustments, select the "Import Counts" button at the bottom of the Exception Product List.

The inventory counts will be adjusted according to the imported Inventory Count file. A popup window will read "Import complete".

If the user wants to check the new inventory counts after the completed import, the same import file should be downloaded and reviewed again (Check File → Exception Product List).

With a successful import, none of the lines should state reason two, "Count not matched with

On hand quantity" as the inventory adjustments have been carried out with the import of the file.

If the user wants to check specific products only, then the On hand quantities can be checked manually (Manager Tab → Products → Search for specific product).

If for any reason, the import needs to be reverted, select the "Restore Backup" button that is now available on the screen. This will undo the inventory adjustments created by the file import and restore the inventory counts to their previous values.

Brands

Manager Tab → Brands

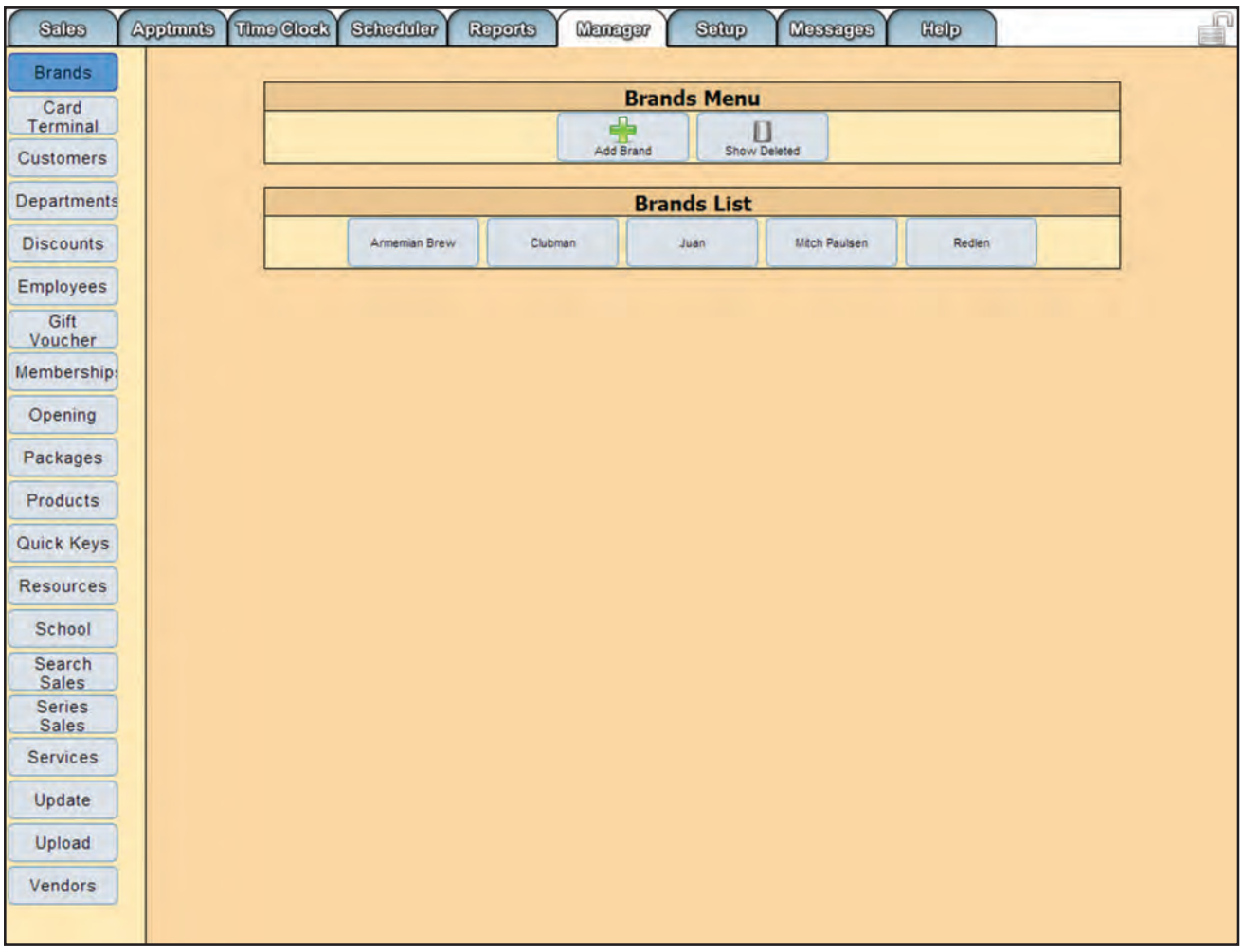


Figure 122 - Brands Screen

When you add new products, you can enter a brand. This is where you add, edit and delete brands, therefore brands should be created before adding products. These might include Biolage, Redken, Joico, etc. This allows you to sort various lists and reports (such as product orders) by brand. It also allows you to search by brand.

Note to Fantastic Sams Users:
The brand "FS" must be used to properly report FS product sales in FS reports.

Services

Manager Tab → Services

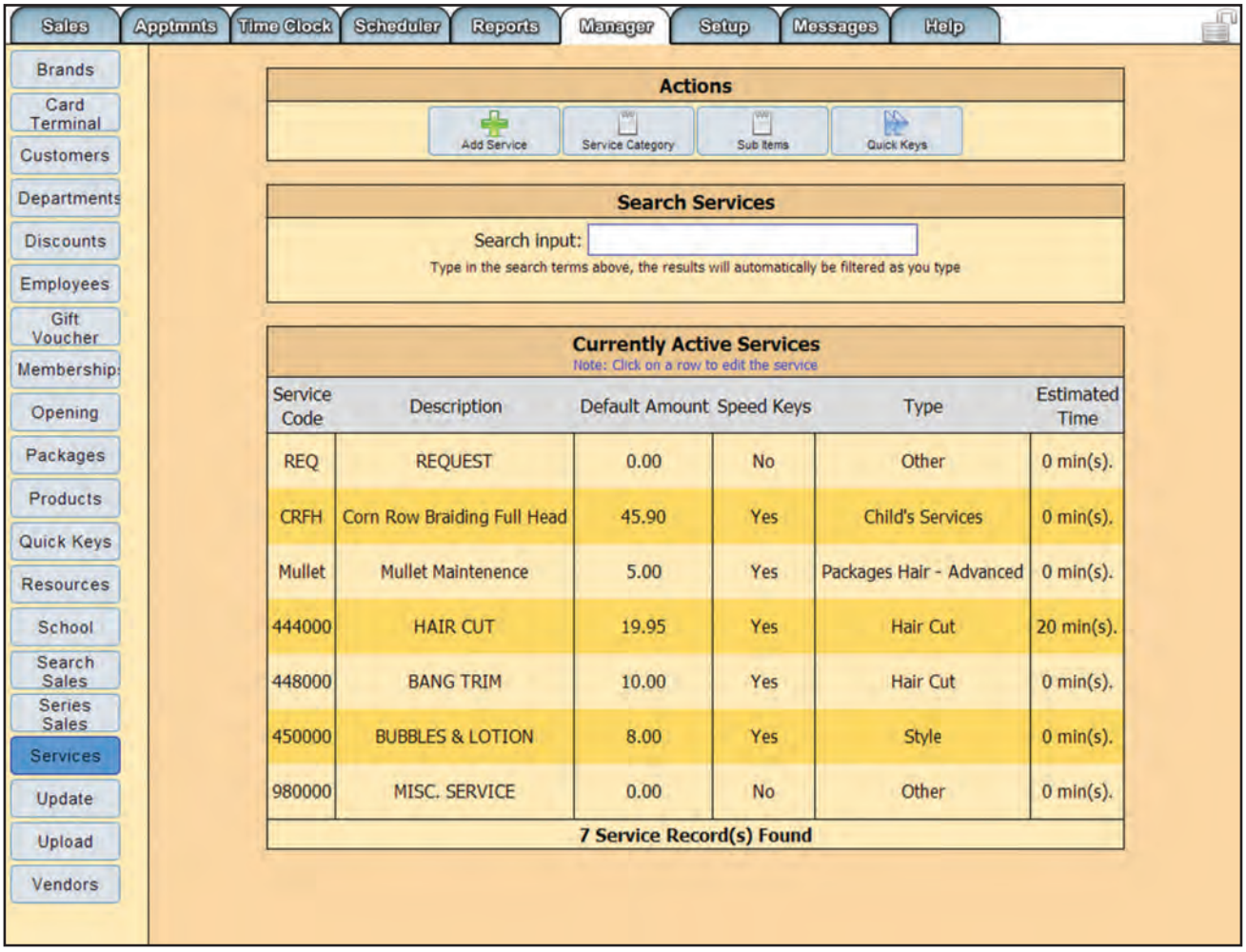


Figure 123 - Service Actions Screen

This section allows you to add and edit services. The services listed on this screen are used when pre-selecting a service during ticket creation, booking an appointment, or checking a customer out.

The Quick Key section determines the order of service when using the Check-Out screen. Services can be organized based on the frequency with which they are used. Because it is possible to select services under the action menu, it is not necessary to add all of your services to the Quick Keys list.

Add/Edit Service

Manager Tab → Services → Add Service

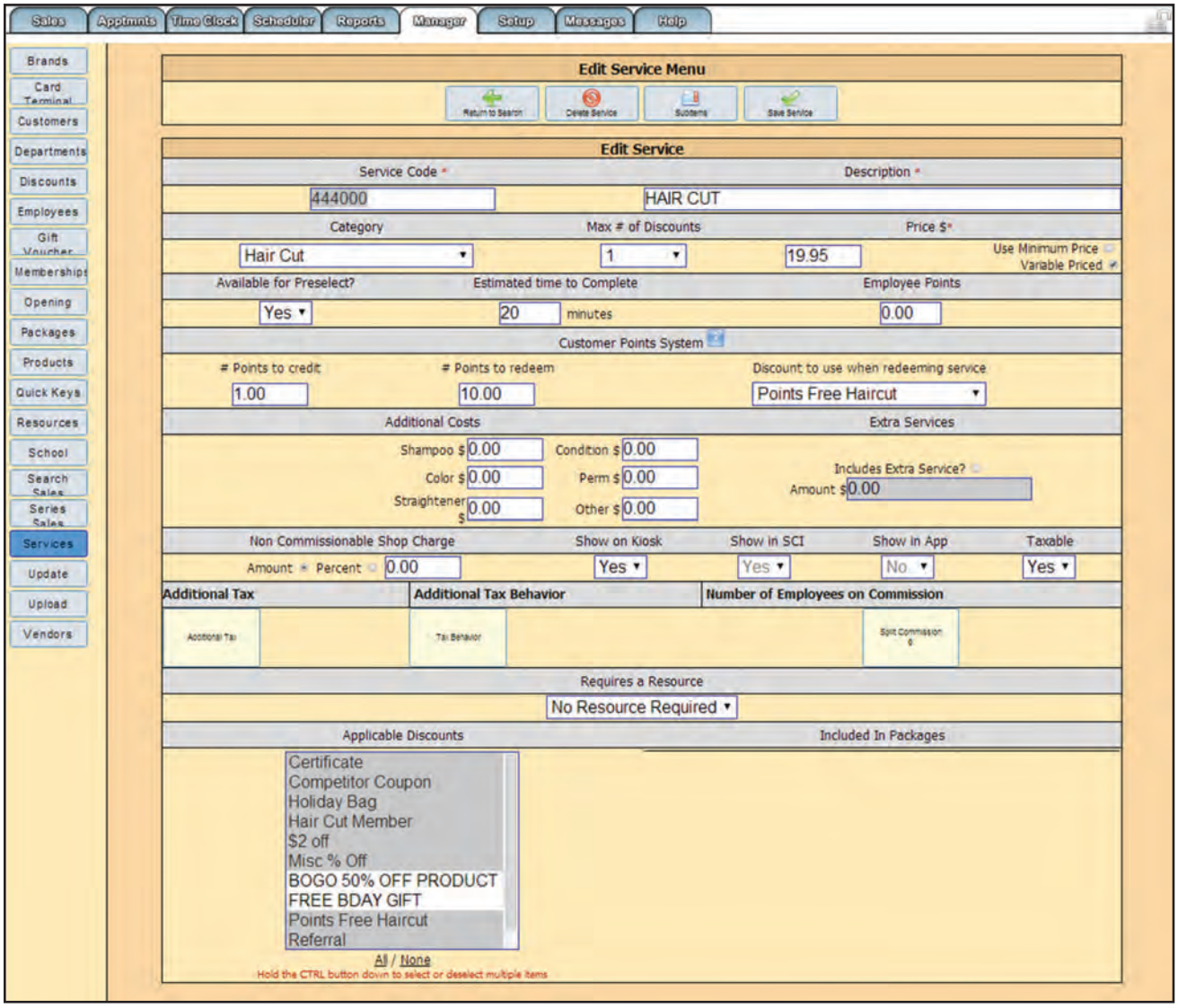


Figure 124 - Edit Service Screen

To add a new service, select the Add Service button. To edit a service, select the service from the services list and change any settings you wish. When you are finished, select Save Service. To delete a service, select it and select Delete Service.

When adding a new service, first add your desired Service Code, and then add a Description. You may not share Service or Product Codes as this will create a database conflict. Now add a Service Category and enter an amount. This will be used for various categorizing and reporting functions, including the category list for pre-selecting services when creating new tickets.

Edit Service Menu

Service Code
The service code can be any unique numeric code – alpha-numeric codes are not recommended. You may wish to use this to categorize services by setting the most common services, like cuts, as 1-10, 20s for color services, 30s for perms, 40s for styles, 50s for waxing, etc. We recommend using codes 1-9 for most common services. If "Haircut" is the most common service, use service code 1, then use 2-19 for similar services. You may not share Service or Product Codes as this will create a database conflict.

Description
The service description should show the name of the service and any other descriptive information. Example: "Haircut senior and haircut junior". Try to keep the format of the descriptions consistent. They do not need to include redundant information like type or price.

Category
This option allows you to assign a category to a service. For example, a Kids Cut might belong to the Hair Cuts category. When making an appointment you would select the Service Category first and then select Kids Cut for the service. This allows you to quickly select a specific service without navigating through a long list.

For the Select Category buttons (on the New Ticket screen) to work properly, each service must have its category selected. For services that combine two types, such as Haircut and Style, you might select "Other". It is not critical to have the correct category selected, but it will be more intuitive throughout the program, and reporting will be more accurate. Often salons offer package services such as a Haircut, Color and Style as a single offering. By creating a single service, you limit yourself to one service category, such as "Color Services". When you sell this service, SuperSalon will only report one color service sold and will not report that haircut and style services were also performed. To solve this, we recommend that you create each service separately with standard pricing. Next create a package (page 163) (Manager Tab → Packages). You will be able to enter special pricing.

Max Number of Discounts
This option allows you to set a maximum number of discounts allowed on any single service. This keeps someone from ringing up a sale with a senior citizen discount, a newspaper coupon, a $2.00 discount card, and a student discount all on one ticket. Set to No Limit, if you want to disable it.

Price
This is the amount that you sell the service for at retail. The price can be a set price, a variable price with a minimum price, or a variable price with no minimum. To use a set price enter an amount and leave the boxes next to use Minimum Price and Variable Price unchecked. If you would like a variable price but want to set a minimum amount, enter an amount and check the box next to Use Minimum Price. The retail price will become the minimum price this item may be sold for. If do not want a minimum price set, enter "0" or other amount and check the box next to Variable price. A variable price allows you to select an amount each time the service is used. This feature is typically used for up-dos, perms and other services that you charge different amounts for depending on how long the service takes.

Available for Preselect
This option allows you to choose the services that will show up on the service buttons on the New Ticket screen. Generally, you will want to include all services.

Estimated Time to Complete
Enter the average time it takes to complete the service. This will be used by the Wait Time Calculator to estimate wait time for walk in and call ahead customers based on how much time is needed for the prior customers. Note that SuperSalon will allow you to enter custom times for specific employees that will override this time (Manager Tab → Employees → Service Times).

Employee Points
Here is where you enter a point value for the service. These points might be used as incentives and bonuses to encourage employees to offer certain services to customers thereby increasing the per customer transaction amount. For example, you might encourage your employees to sell "trade-up" services.

Customer Points System
The customer points system allows you to assign point values to services which are tracked for each customer so that they may earn free services. For example, a haircut might be defined as earning one point for the customer (# Points to Credit). The haircut is also assigned a point value for redemption with collected points, let's say 10. In this example, it would amount to "buy 10 haircuts, get one free." SuperSalon will track and display the customer points every time they buy.

Additional Costs
This information allows you to enter your estimated costs for professional products associated with this service. You can then run a report for a date range to see approximately how much product should have been used. If this amount is very different from your actual usage, it may warrant further review.

Includes Extra Service?
If a service which has multiple components is defined, such as a haircut with a shampoo, the shampoo is an extra service. The amount the extra service is worth is entered in this field and this amount is carried to the extra services report. This way, the stylist is credited for their up-sell.

Non Commissionable Shop Charge
This is the amount the shop considers as overhead for the performance of the service. For example, on a $40 color service, $5 might be considered overhead. Therefore, $35 would be the commissionable amount on this service.

Show on Kiosk
If you are using the SuperSalon Check-In Kiosk and want customers to be able to select this service on the Check-in screen select "Yes" here.

Show on Webcheckin
If you are using the SuperSalon Webcheckin and want customers to be able to select this service on the check in screen select "Yes" here.

Taxable?
This option allows you to set a service as non-taxable. Usually this option will be set to "Yes" in order for proper taxes to be added to sales.

Additional Tax
Additional taxes can be added to specific services. Create the additional tax on the tax setup screen (Setup Tab → Software Settings → Sales → Taxes → Current Taxes → Add Tax). Select the Additional Tax button and choose the additional tax to apply to the product.

Additional Tax Behavior
Select the Additional Tax Behavior button to choose whether the additional tax should replace the current tax for the product or add to it. This is useful for situations where a particular service is taxed at a higher rate than your other services.

Requires a Resource
If the service requires a resource such as a tanning bed, etc., Select the resource from the drop down menu. Resources are setup under the Resources button on the Manager tab (Manager Tab → Resources).

Applicable Discounts
Here you can limit the discounts that will be allowed to be used for the service. Select the discounts you want to allow or disallow. By default all discounts are allowed. Use the Ctrl key on your keyboard to select multiple items.

Included in Packages
If the service is included in a Package, it will be listed here. Packages are setup under the Packages button on the Manager Tab (Manager Tab → Packages).

Service Category

Manager Tab → Services → Service Category

Figure 125 - New Service Category

Service categories can be added by selecting the Service Category button, then selecting the Add Category button. Enter a name for the new category and Save.

Subitem

Manager Tab → Services → Subitem

Use the Subitems button to create Sub Item templates for services. For example if you select the Subitem button on the main Services Action screen, you could add a "Long Hair Charge". Enter a brief description, time, and price. Save. To apply a subitem, select the Haircut service to edit it. Select the Subitem button and you will see the sub item listed in the left column. If you want to add this sub item to the Haircut service, select the sub item row then select the green arrow. When a customer chooses the Haircut service, a popup will allow you to add the sub item to the ticket. This also serves as a reminder to up charge for things like longer hair.

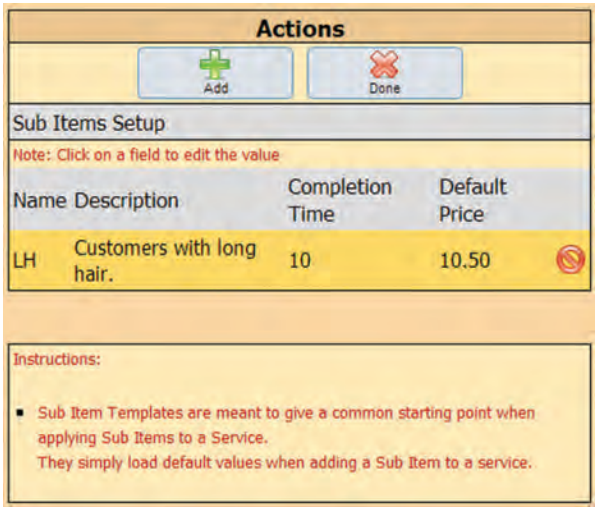


Figure 126 - Sub Item Setup

Quick Keys

Manager Tab → Services → Quick Keys

When you first enter the Service Actions screen you will see a button called Quick Keys. Use this screen to select your most popular services, and add Quick buttons for them on the Check-Out screen. This allows you to sell common items with one click.

To add a service, select it from the Service List. If you wish to remove a quick button, select the Delete button next to the service you wish to delete. To put the most popular buttons first, use the sort arrows. Select the up or down arrow next to a service to move it up or down the list.

We recommend not adding more than eight buttons. More than eight buttons will make the screen longer and will occasionally require the user to scroll down.

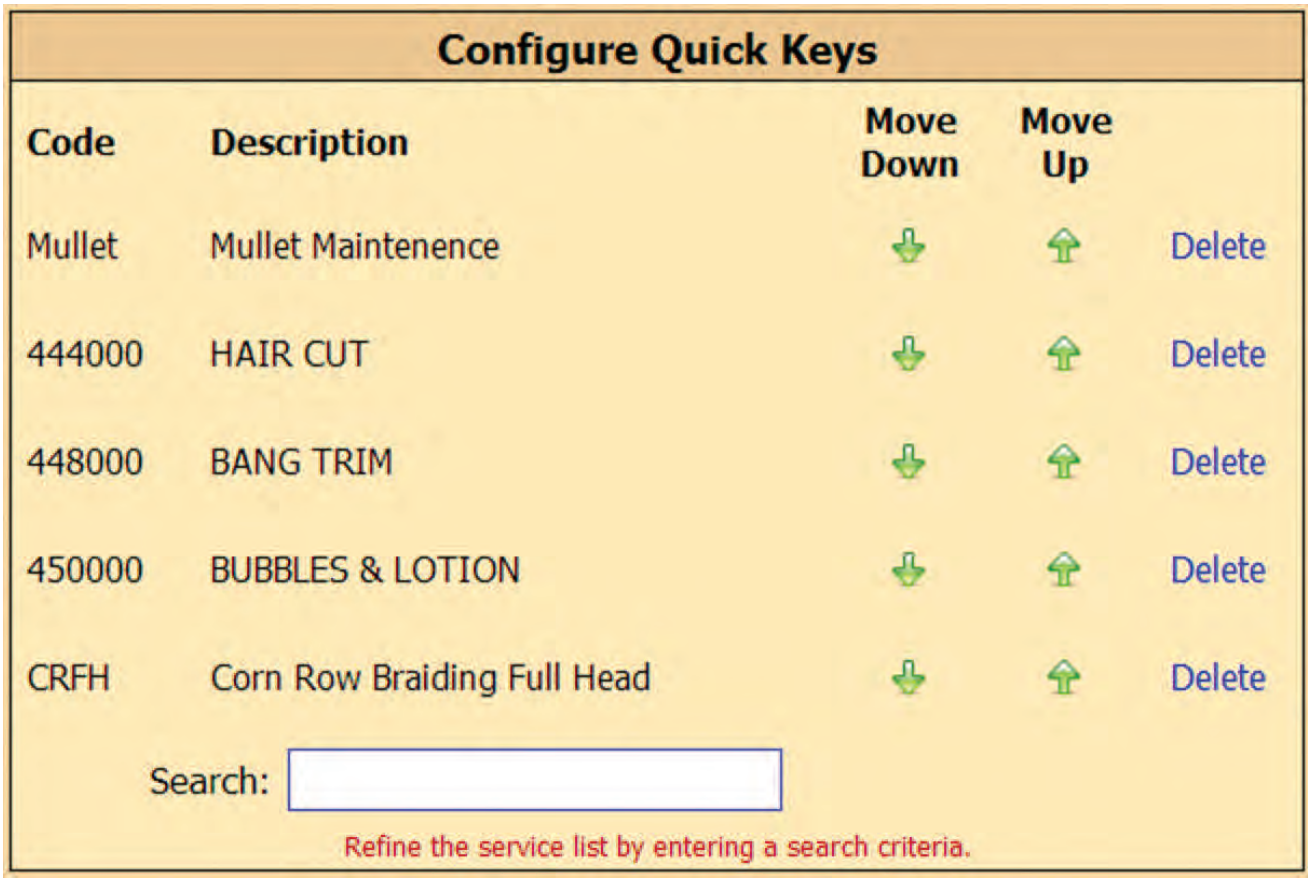


Figure 127 - Quick Keys Configuration Screen

Packages

Manager Tab → Packages

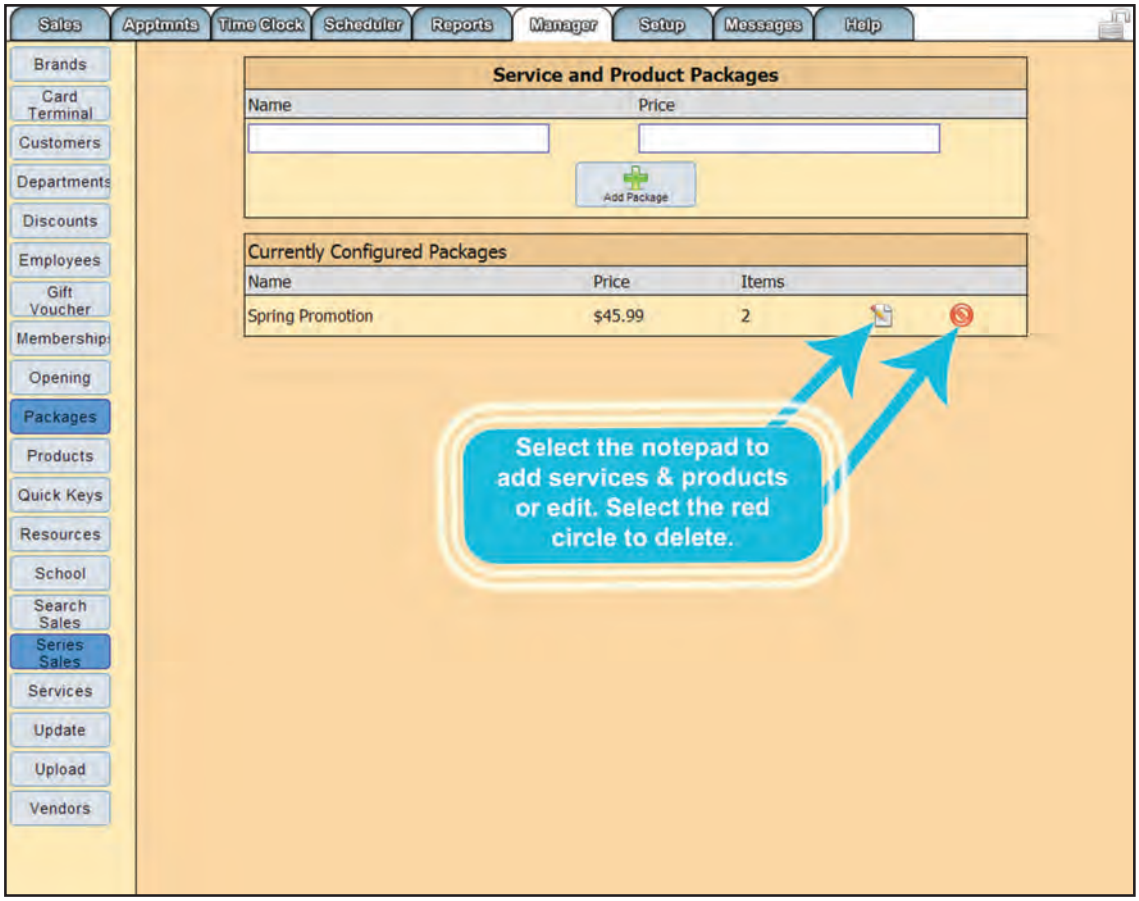


Figure 128 - Service and Product Packages

Packages allow you to offer multiple items (services and products) as one bundled offering. Using packages allows you to properly record the sale of all the component items and properly allocate sales dollars and discounts across the component items. Packages can be set up for any combination of services and products.

As an example, you may want to run a Mother's Day special. The package can include a manicure, pedicure, facial, and a massage. Packages allow you to combine all these services with a special price if desired. Enter a name and price for the package in the Name and Price fields. Then select the Add Package button. The Package is added to the Currently Configured Packages list.

Select the red circle to delete the package. To add the services or products you wish to include in the package, or to edit the package information, select the notepad. When you select the notepad, the Edit Package screen comes up where you can change the name, edit the price and add and delete services or products you wish to include in the package.

Each item sold in the package is detailed separately in reporting and offer customer service times for the entire package.

Edit Packages

Manager Tab → Packages → Notepad Icon

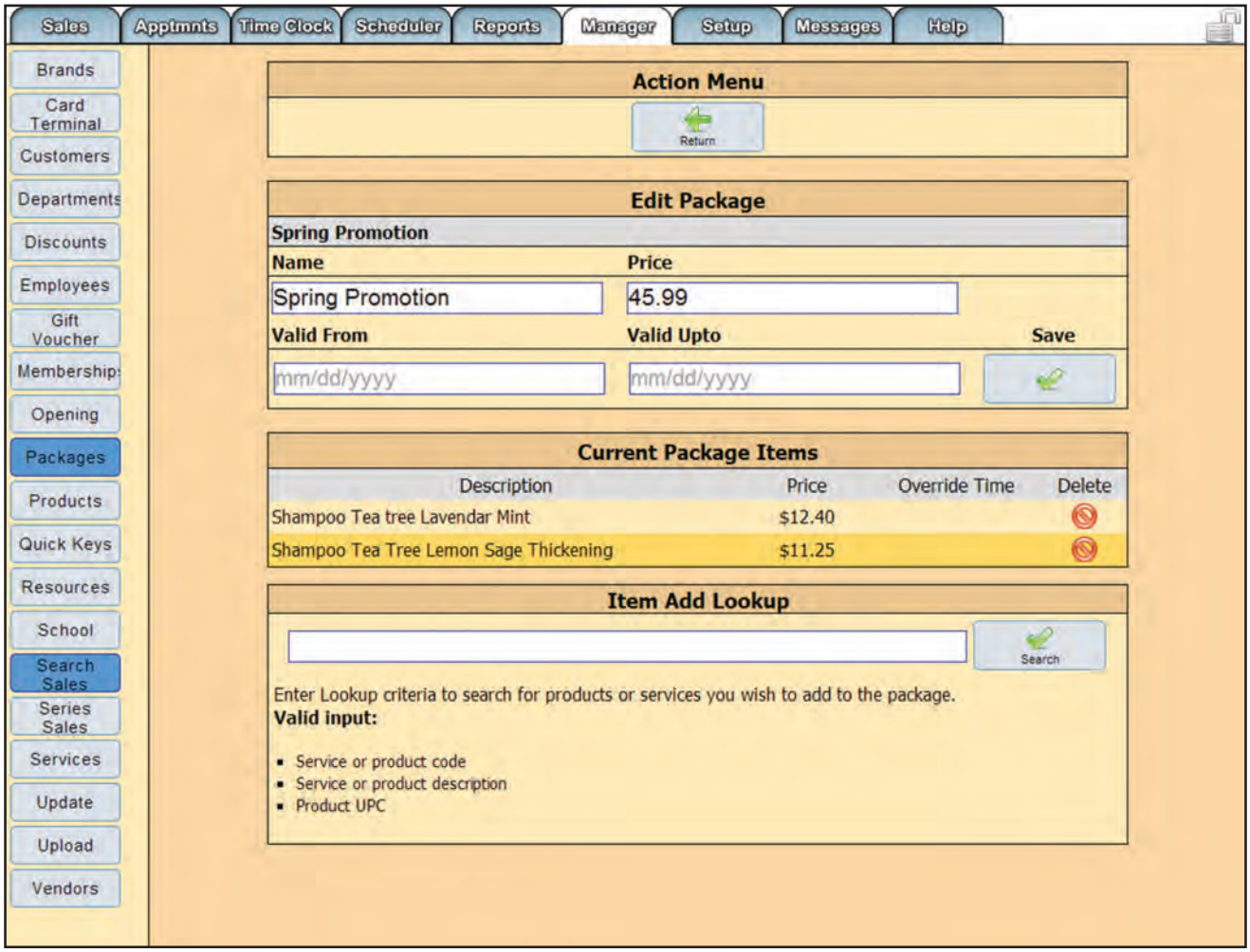


Figure 129 - Edit Package Screen

Services and products can be added by entering all or part of the item name, description, code or UPC in the Item Lookup field and selecting the Search button. To add an item from the resulting list, simply select the green plus sign. If you wish to delete an added item, select the red circle next the item in the Package Items list. When complete, Save and select the Return button. Packages are listed when the Package button on the Check-Out screen is selected.

Series Sales

Manager Tab → Series Sales

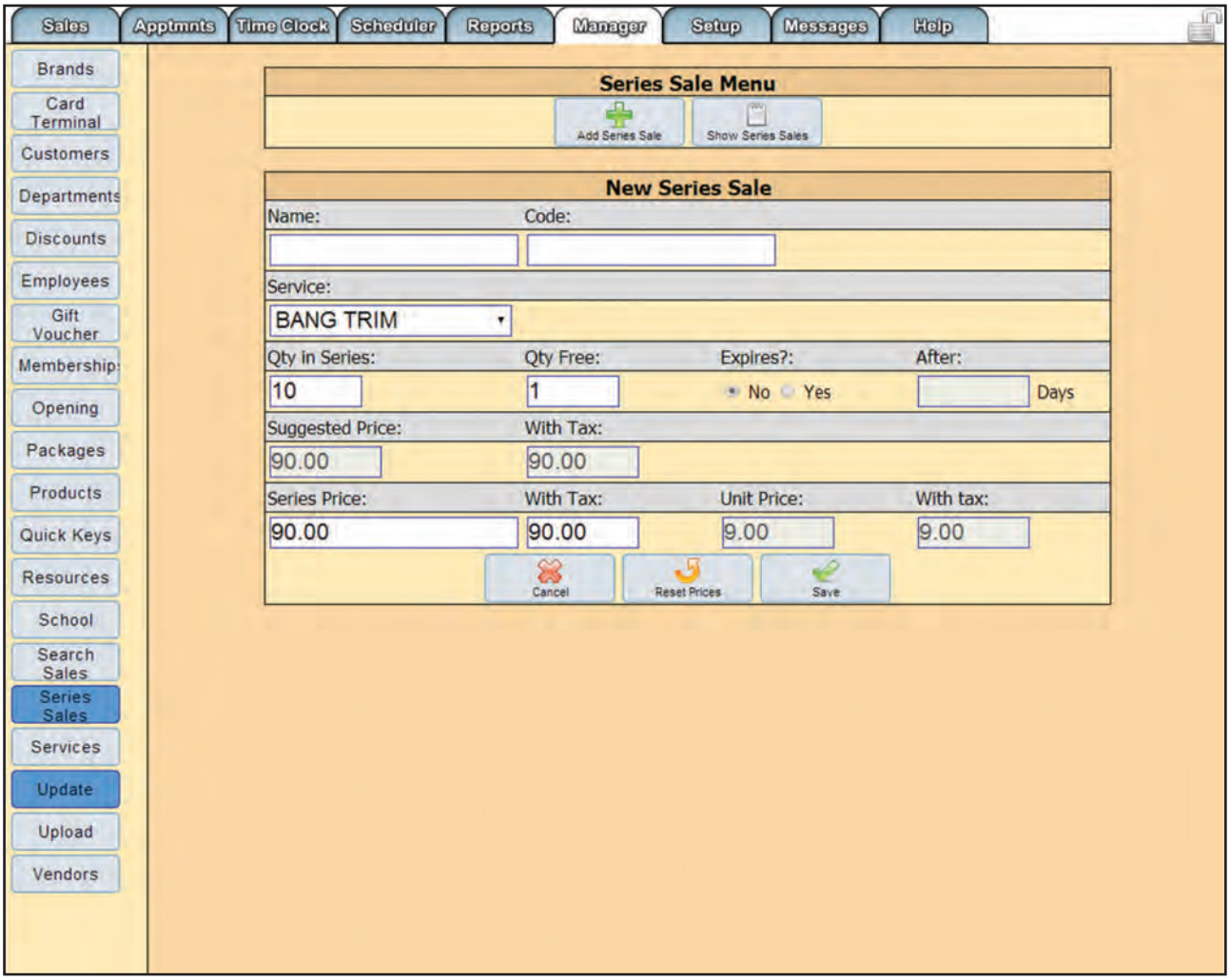


Figure 130 - Series Sale Setup Screen

If you want to give your customers the option to prepay for a series of future services this is where you set this up. An example of a series sale might be if you would like to reward your regular customers. You could set up a series sale that offers one free haircut after ten haircuts, or you might just offer a better price if the customer prepays for ten haircuts. The main Series Sale screen shows any series sales you have previously set up. Select the button for a series sale to edit the name or code of a series sale, or to delete the series. If you wish to change a price or other feature of a series, you must create a new Series Sale.

To create a new series sale, select the Add Series Sale button to bring up the New Series Sale screen. Enter the name and a code if you wish. Select the service you wish to apply the sale to from the drop down list under Service and enter a quantity. If you wish to give a free service after the Qty in Series amount is achieved, enter the amount in the Qty Free field. If you wish to have the sale expire after a number of days select "Yes" under "Expires?" and enter the number of days you wish the sale to run for. The system suggests a price for the series sale but you can enter any price you wish in the Series Price field. When you are finished, select the Save button to go back to the main screen.

Series Sales are listed when the Series Sale button is selected on the Check-Out screen. When a customer who has purchased a series sale comes back and chooses the service that applies to the series sale a pop up will appear showing the number left and ask you if you would like to apply the purchased series sale to the current sale.

Series Sales data is shown on the Daily report and Series Sales Activity report (Reports Tab → Services → Series Sales Activity). Historical Series Sales purchases and redemption information can also be viewed by selecting a customer's history button (Manager Tab → Customer → History → Series Sales).

Discounts

Manager Tab → Discounts

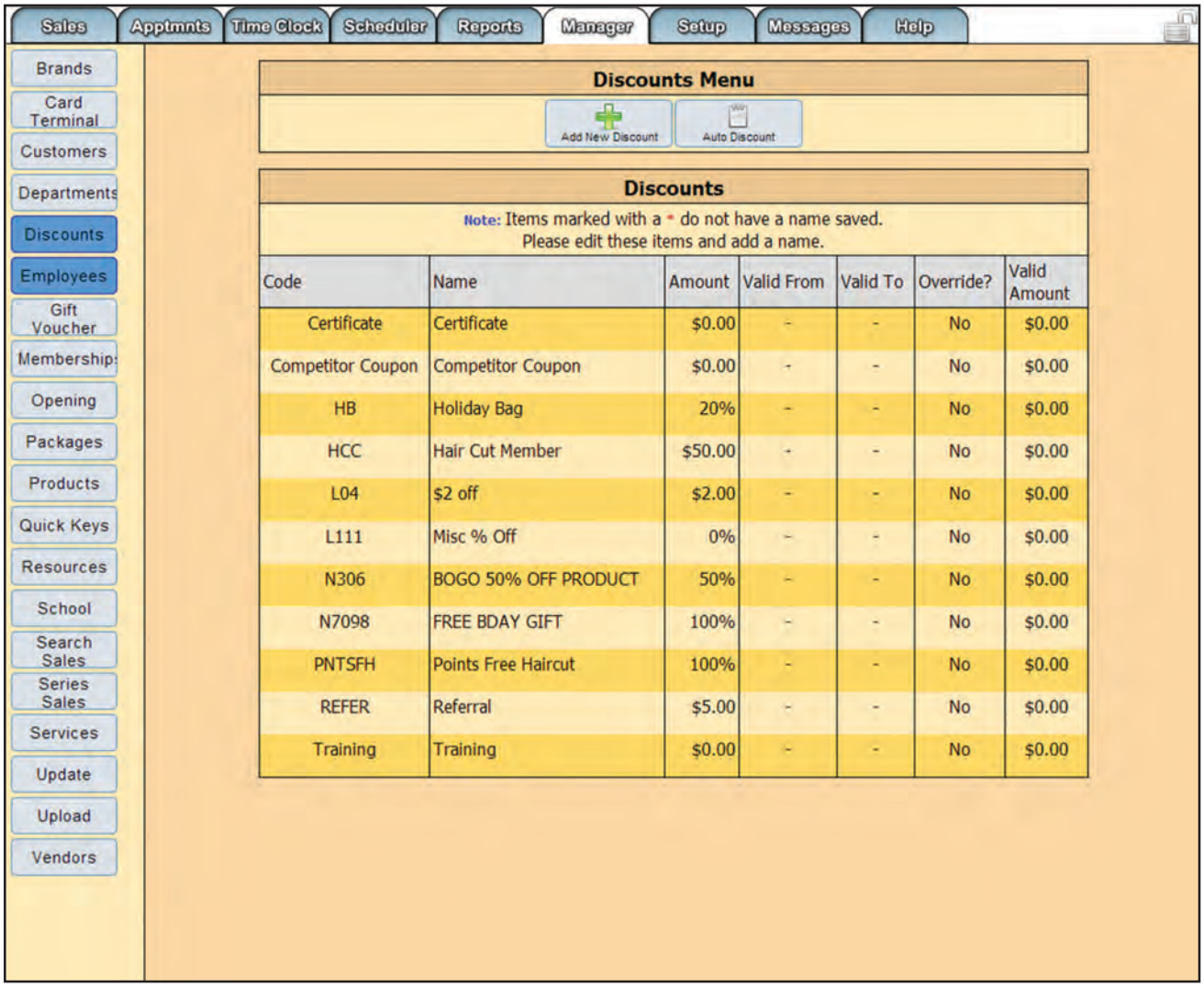

Sales
Apptmnts
Time Clock
Scheduler
Reports
Manager
Setup
Messages
Help
Brands
Card Terminal
Customers
Departments
Discounts
Employees
Gift Voucher
Membership
Opening
Packages
Products
Quick Keys
Resources
School
Search Sales
Series Sales
Services
Update
Upload
Vendors
Discounts Menu
Add New Discount
Auto Discount
Discounts
Note: Items marked with a * do not have a name saved.
Please edit these items and add a name.
Code | Name | Amount | Valid From | Valid To | Override? | Valid Amount
Certificate | Certificate | $0.00 | - | - | No | $0.00
Competitor Coupon | Competitor Coupon | $0.00 | - | - | No | $0.00
HB | Holiday Bag | 20% | - | - | No | $0.00
HCC | Hair Cut Member | $50.00 | - | - | No | $0.00
L04 | $2 off | $2.00 | - | - | No | $0.00
L111 | Misc % Off | 0% | - | - | No | $0.00
N306 | BOGO 50% OFF PRODUCT | 50% | - | - | No | $0.00
N7098 | FREE BDAY GIFT | 100% | - | - | No | $0.00
PNTSFH | Points Free Haircut | 100% | - | - | No | $0.00
REFER | Referral | $5.00 | - | - | No | $0.00
Training | Training | $0.00 | - | - | No | $0.00

Figure 131 - Discounts Menu

The Discount list pops up during a sale when you select the Discount button. Discounts can be set up very easily and can be set to apply to sale commissions, for a specific date range, and to specific services and products. For information about applying discounts on tickets please refer to page 197.

Edit Discount

Manager Tab → Discounts → Select Discount

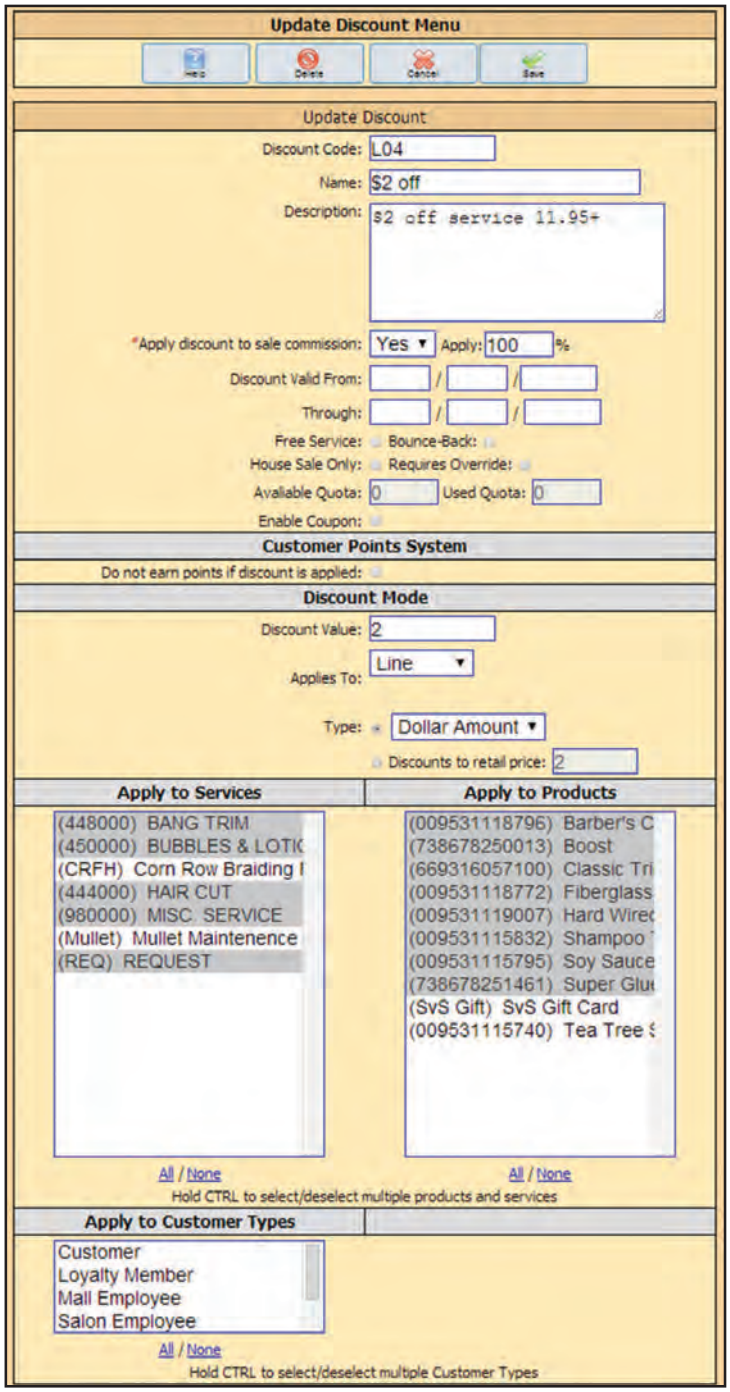


Figure 132 - Edit Discount Menu Screen

To edit a discount, select it from the list and change any settings you wish. When you are finished, select the Save button. To delete a discount, select it from the list and select the Delete button.

Add New Discount

Manager Tab → Discounts → Select Discount

To add a new Discount, select the Add New Discount button on the Discount Menu screen. First add any unique Code (this code is used for searching for the discount). Next add a Description. Now add a discount value and discount type. Leaving a discount value at "0" will make this amount variable. This allows you to select a value each time it is used. This also works with percentage discounts.

Discount Code
The discount code can be any unique alpha-numeric code (Rogers Software Development recommends using numeric codes only). You may wish to use this to categorize discounts by using the 10s for coupons, 20s for in-store specials, etc. It is possible to use the same code as one of the products or service previously entered into the system, but not recommended.

Name
This is the short version of the description. For instance, if the description is "Student Discount $5.00 off" the name might just be simply "Student Discount".

Apply Discount to Sale Commission
This option allows you to determine how this discount will affect the commission paid on a product or service after this discount is used. Usually this will be set to "Yes/100%". As an example, when an employee sells a $15.00 item with a $1.50 discount, they are paid commission on the $13.50 sale. In other words, 100% of the discount was removed from the commission. If this is set to "Yes", you can also select a lower amount to affect the commission. This is useful when services are deeply discounted, maybe to the point they are free, to attract new customers. If you determine that you still want your employees to get a reasonable commission, you might set it to "Yes/50%". As another example, if $20.00 haircuts are discounted to $10.00 because of a $10.00 discount, only half of the discount will be removed from their commission. Their commission will be based on $10.00 as only $10.00 will be subtracted. If you set this to "No", their commission will always be based on the full value of the service or product without regard for discount. This might be used in a new shop where services are discounted 100% for a period of time, but stylist still need to earn commissions based on the value of the work they performed.

Discount Valid From/Through
Enter the date you wish for the discount to initially be made available for selection, as well as the date you wish the discount to expire. This will allow you to enter an entire group of promotional discounts in advance. For example, if you receive a promotion calendar for an entire year, you can enter them all at once. Discounts appear when their start date occurs, and disappear when the end date passes. If you leave these dates blank, the discount will immediately be accessible and it will not expire.

Free Service/Bounce-Back
Enter the date you wish for the discount to initially be made available for selection, as well as the date you wish the discount to expire. This will allow you to enter an entire group of promotional discounts in advance. For example, if you receive a promotion calendar for an entire year, you can enter them all at once. Discounts appear when their start date occurs, and disappear when the end date passes. If you leave these dates blank, the discount will immediately be accessible and it will not expire.

House Sale Only/Requires Override
If the discount applies only to a House Sale or Requires an Override, check these boxes.

Discount Value
This is the amount of the discount that will be subtracted from the retail price. If you leave this field set to "0" you will be asked to enter an amount during the sale. This allows the discount to be variable. This works well for discounts such as "Dollars off", "Percentage off", "Spin the wheel for your discount" or other variable dollar or percentage off discounts that will be entered at the time of the sale.

Applies To
If you select "Line" here, the discount will be applied to any items selected. If you select "Subtotal" the discount will be shared by any items you select. For example, if you have a $4 discount applied to "Line", each item you select will be reduced by $4. If you have a $4 discount applied to "Subtotal", part of the $ will be applied to each of the items you select depending on what percentage each item is of the total.

If you select "Subtotal" a new field called Restricted Amount will appear. Here you can enter a minimum amount you would like the total ticket to amount to before the discount will be allowed.

Discount Type
Select if this discount is based on a dollar amount or a percentage. Optionally, the discount can be used to reduce the item or items to a preset retail value: e.g. a "two for $20" special. To accomplish this see the description below.

Discounts to Retail Price
When you apply a discount with the Discounts to Retail Price option selected, the resulting retail price will be whatever amount you enter in the field.

Choose this option by selecting the radio button to the left. This will enable the option, requiring you to enter an amount in the field to the right. The discount automatically adjusts, depending on the regular price of the product or service, to result in the retail you enter. The program subtracts the amount entered from the regular price to calculate the discount.

If the retail amount entered in the field is higher than the regular price of an item, the discount will be negative and actually increase the price of the item. This feature is very useful for product specials. For instance, if you want to put all of your slow moving products on a table and sell them all for $5.00, use this discount for the special. They will all be discounted to $5.00 regardless of their regular price. If you are selling 2 for $20.00, then create a discount called "Two for $20" and set this discount to result in a $10.00 price and use it for both items sold. SuperSalon will proportionately discount these items. In other words each item will have the same percentage removed. Example: If you offer 2 for $20.00, and the regular price for the shampoo is $12.00 and the conditioner is $18.00, the shampoo will have "X" discount and the conditioner will have "Y". This feature allows SuperSalon to maintain the relative profitability of each item. This is far more desirable than discounting the shampoo by $2.00 and the conditioner by $8.00 to reach the $20.00.

Apply to Services
Select the services to which this discount can be applied. You can select "All" or "None" or use your Ctrl key to select multiple services.

Apply to Products
Select the products to which this discount can be applied. You can select "All" or "None" or use your Ctrl key to select multiple products.

Apply to Customer Types
Select which Customer Type this discount is applicable to. You can select "All" or "None" or use your Ctrl key to select multiple types.

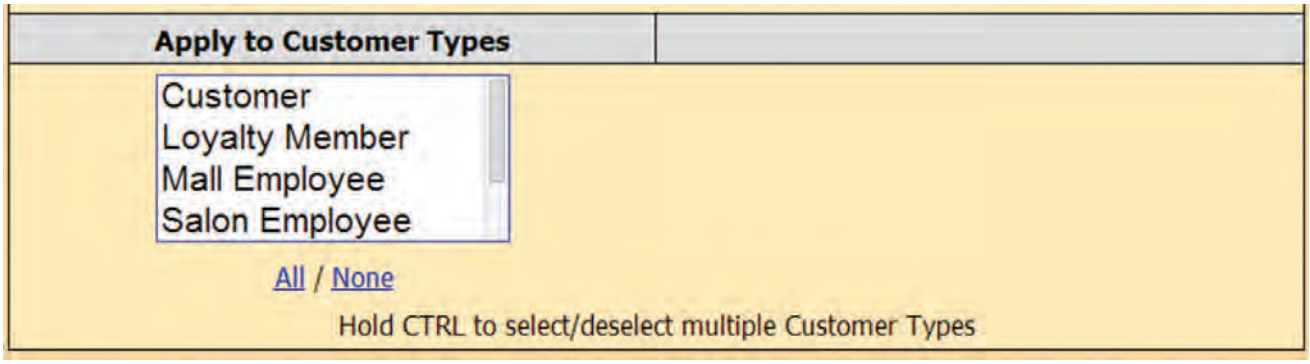


Figure 133 - Customer Discount Types

Auto Discount

Manager Tab → Discounts → Auto Discount

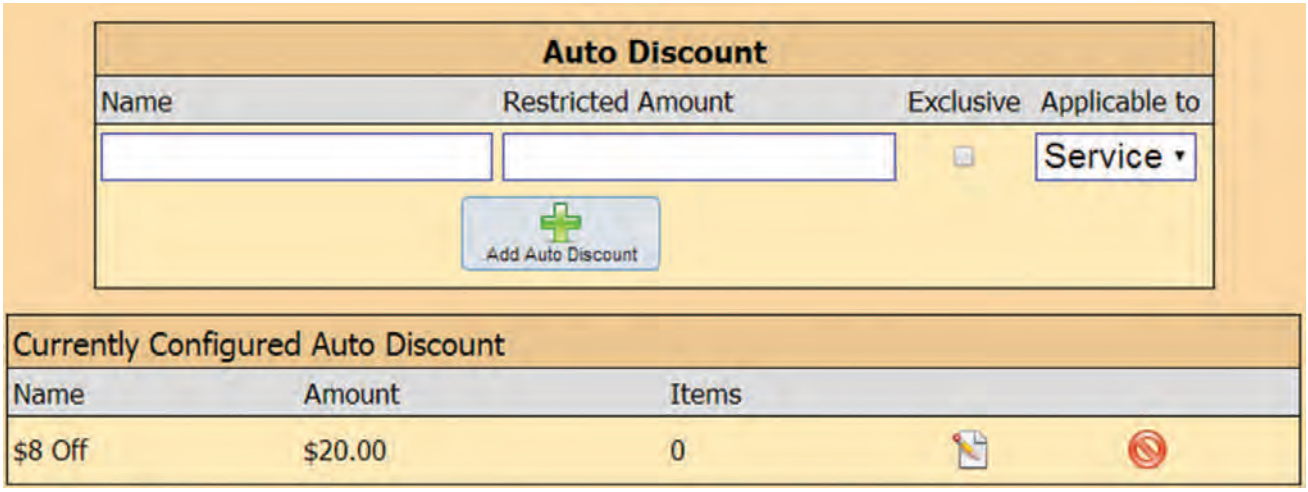


Figure 134 - Auto Discount Screen

SuperSalon allows you to set up a discount that will automatically be applied when a ticket reaches a specific amount. This can be set to include just services, just products, or both. It can also be set to apply to specific services and products. A date range can also be applied.

Enter a name for the discount and the total amount you wish the ticket to reach before applying the discount. Select whether the discount will be applicable to just services, products or both. Select the Add Auto Discount button. The discount will be listed in the Currently Configured Auto Discount.

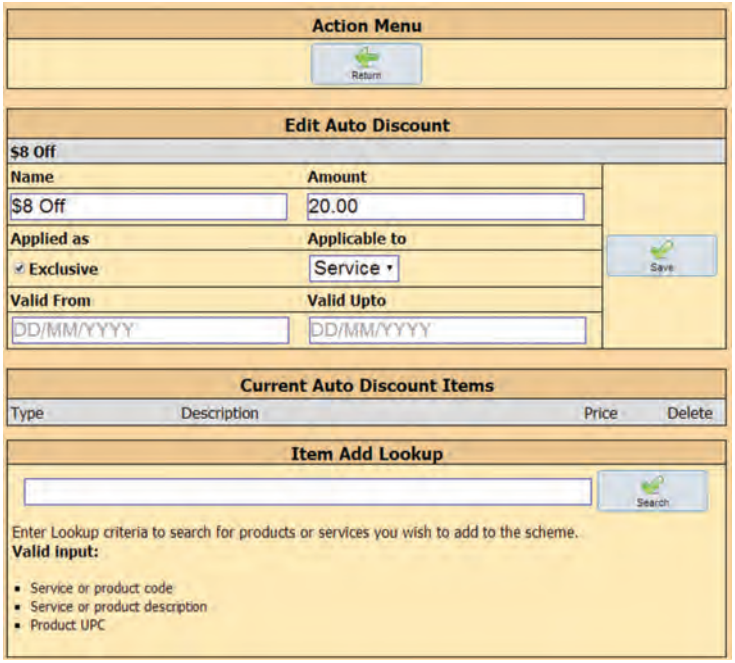


Figure 135 - Edit Auto Discount Screen

To set a date range or select specific product and services, select the Note Pad on the discount.

Use the Item Add Lookup field to search for services or products.

Select the plus sign under the Add column to add services or products.

When finished, be sure to Save.

Vendors

Manager Tab → Vendors

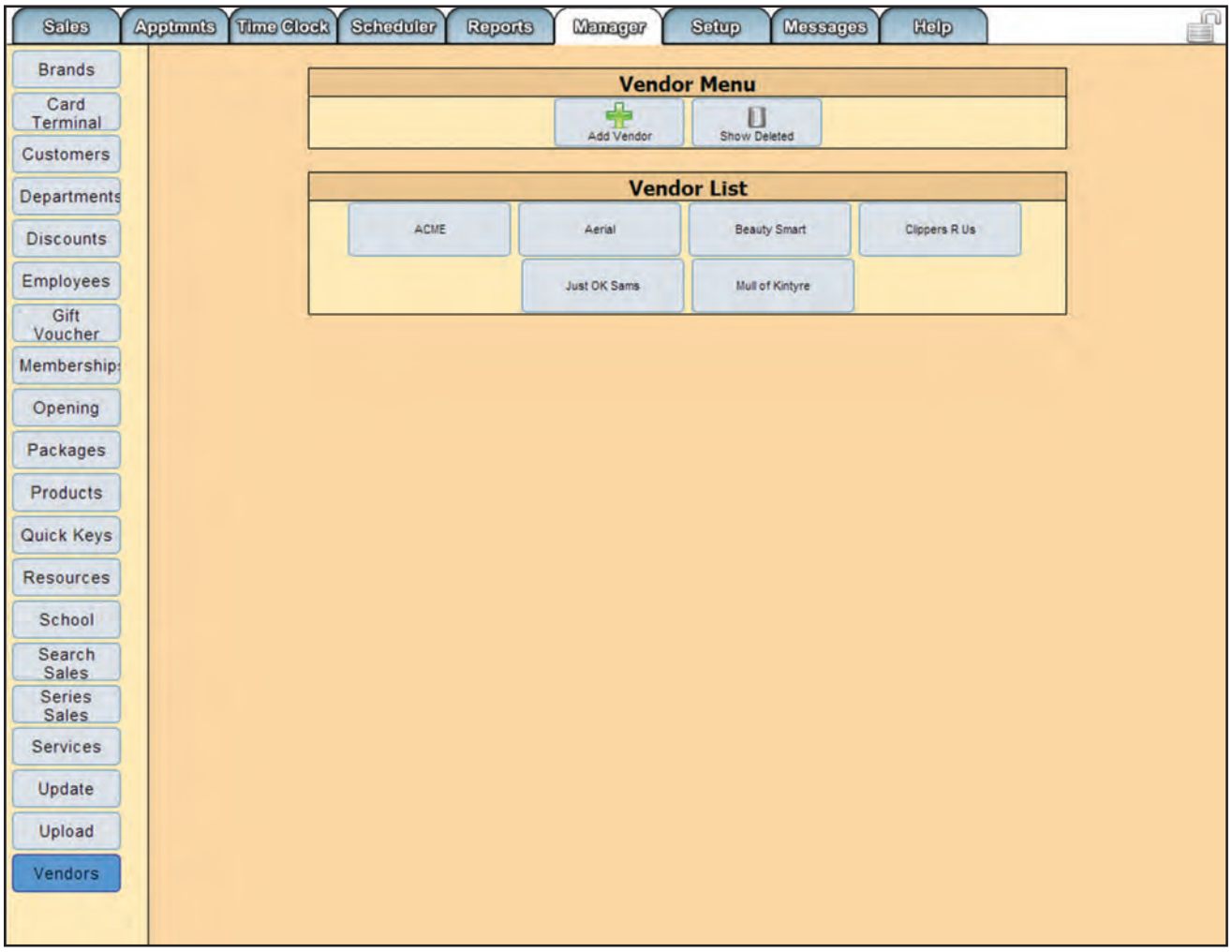


Figure 136 - Vendor Menu

When you add new products, you can enter a vendor. This is where you add, edit or delete vendors. These might include local, national or franchisor vendors. This allows you to print orders for specific vendors and sort various lists and reports by vendor. It also allows you to search for products by vendor. To add a vendor, select the Add Vendor button and enter the name and other information that applies to the vendor.

Resources

Manager Tab → Resources

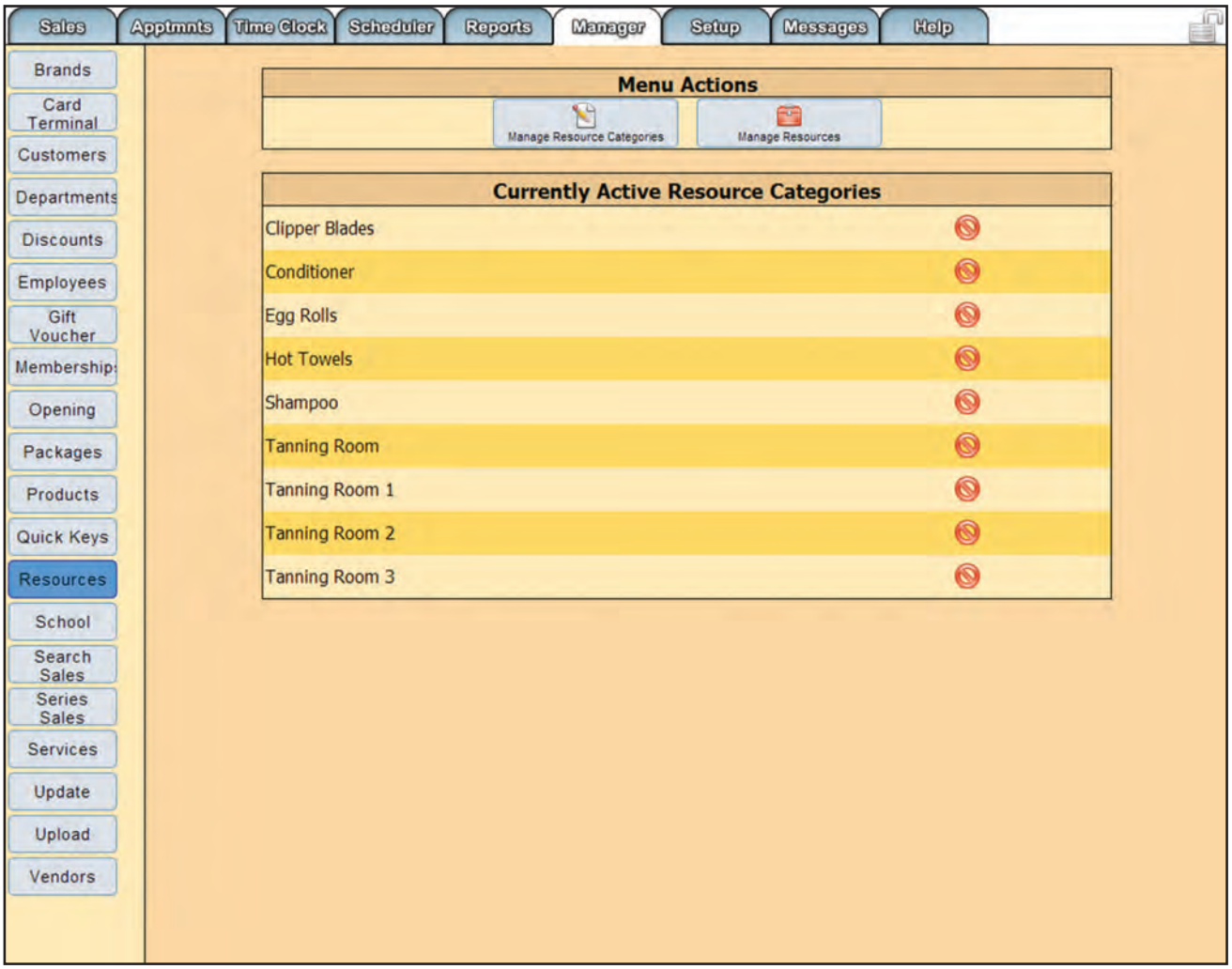


Figure 137 - Manage Resources Screen

If you have resources that are required for some services, here is where you set these up. Examples might include a massage room for a massage or a tanning bed for a tan. Select the Manage Resource Categories button. Enter a name for the Resource Category and select the Add Category button. Then select the Manage Resources button to add the individual resources. Enter the resource name in the name field and select the Add Resource button. Continue until all of the desired resources are entered. The Resource Categories will be listed in the Requires Resource drop down on the Edit Service Menu and the resources and Resource Categories are listed on the Appointment screen when using Resource View. When scheduling, you can select specific resources, such as massage room #2.

Resources can be applied manually or **SuperSalon** can assign them for you. Settings for this feature are located at Setup tab → Software Settings → System → Appointments → Manually Assign Resources.

Search Sales

Manager Tab → Search Sales

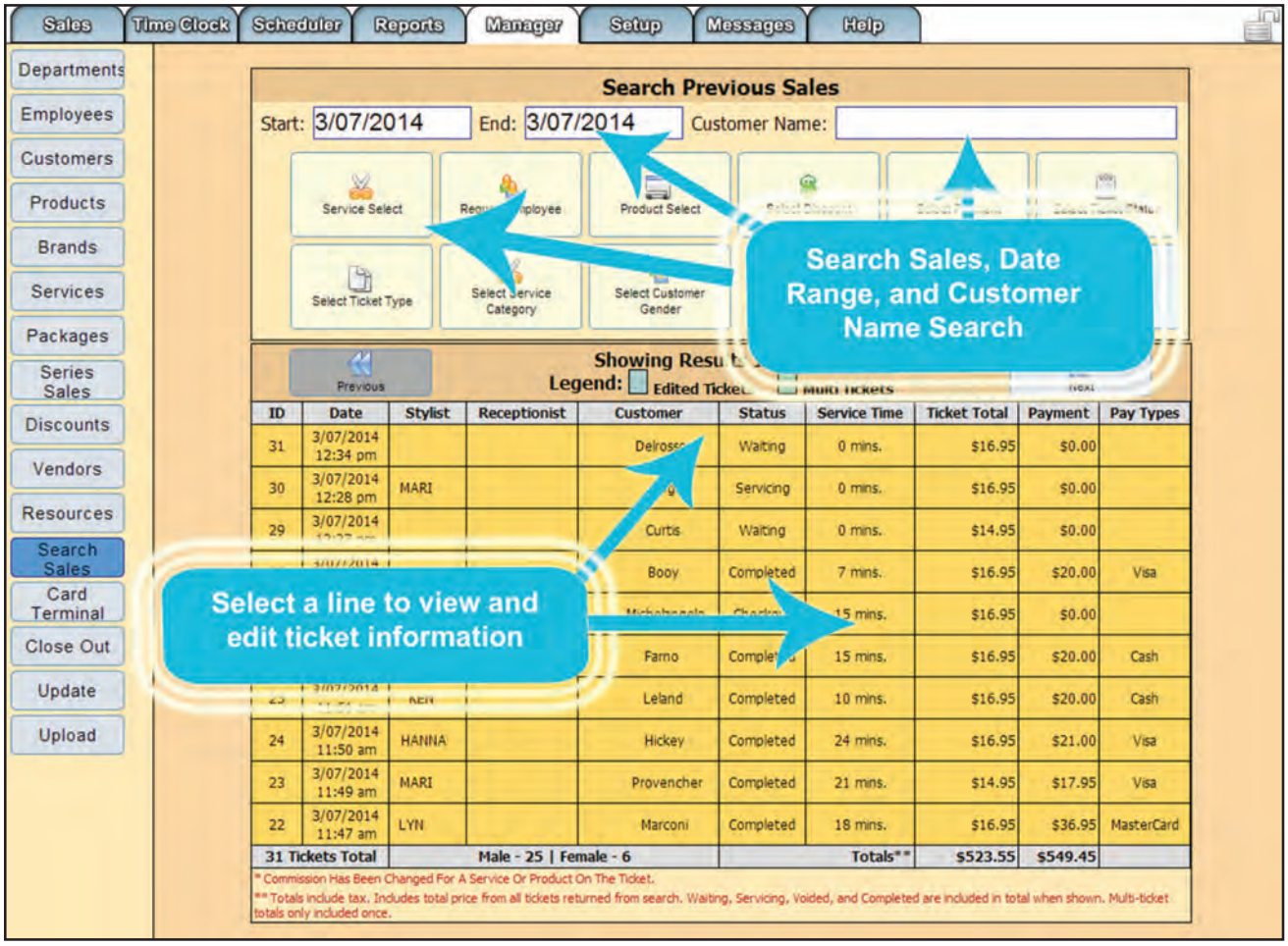


Figure 138 - Search Sales Screen

Search Sales is an excellent auditing tool. Similar to the Today's Sales button accessible on the lower right of the Sales screen, the Search Sales button allows transactions to be displayed and tickets redone. In the Search Sales section, tickets can be searched and filtered by employee, ticket status, ticket type, customer name, service sold, product sold, discount, used and/or payment type used. This section is protected under the Manager tab due to its ability to search any date or date range, and the ability to completely void a ticket without generating a duplicate.

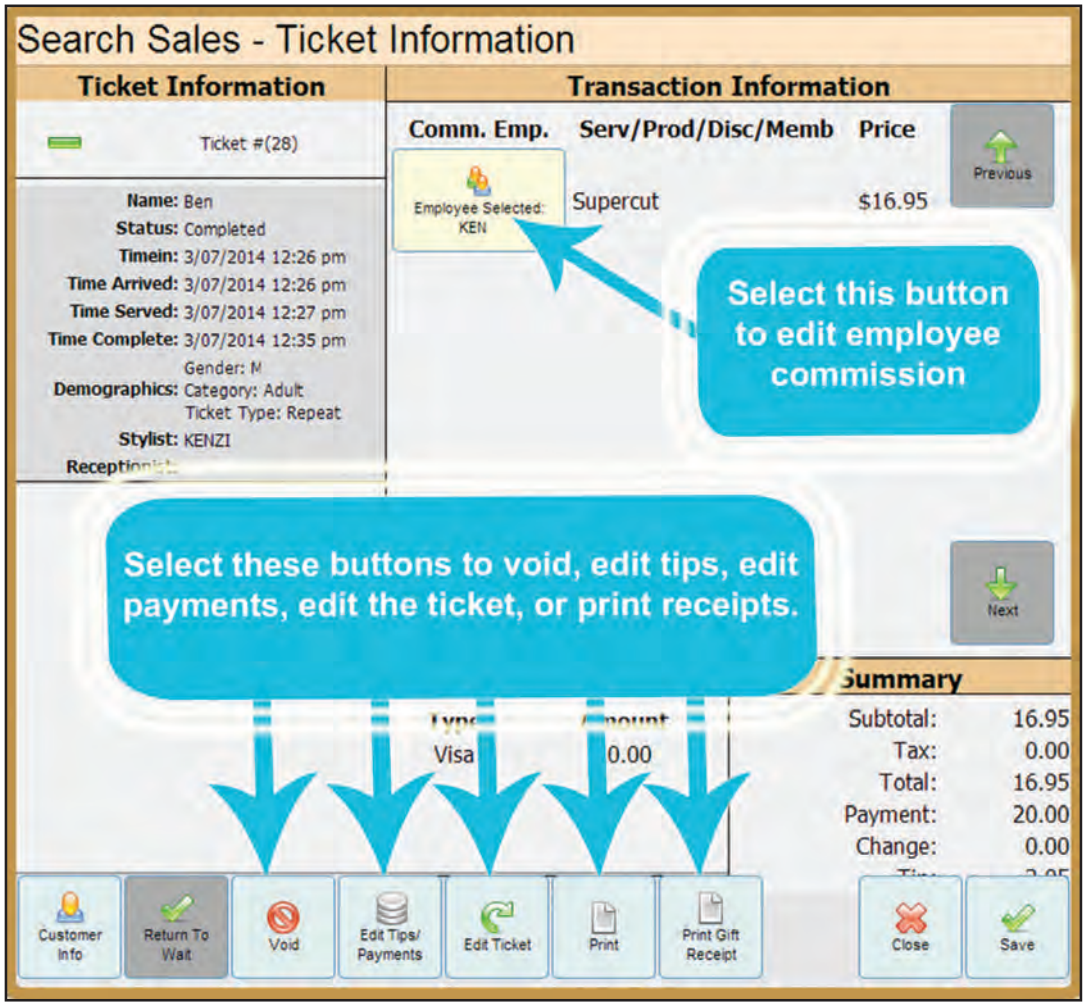


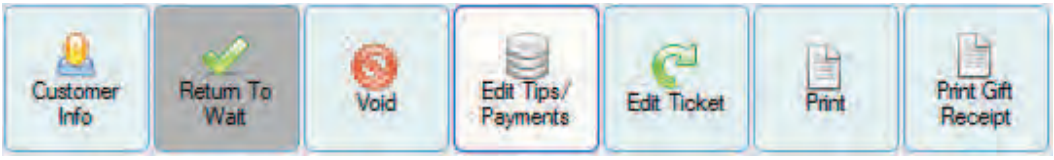
Figure 139 - Search Sales Ticket Information Screen

Commission reassignments can also be done in this area. Once the transaction list is displayed, select the line item to open the ticket detail. The employee who the commission is assigned to will be listed. To reassign the commission, simply select the name of the employee next to the service or product that was sold and then select the name of the person you wish to change the commission to. After you are satisfied with any changes, select Save.

Editing Payments and Tips

Search Sales also allows employees to edit the payment type for payments and tips received for a completed transaction. Locations that wish to restrict access to this feature can do so by changing Setup tab → Permissions → Selected Group → Manager Area → Edit Payment to red. Any changes to the tip or payment amount on a ticket does not automatically re-calculate close out data. In order to ensure the closeout data is correct, employees will need to go to Manager tab → Close Out and select Save.

To edit a tip or a payment, select the Edit Tips/Payment button on the ticket information screen.



This brings up a box with the choice of either Edit Tips or Edit Payment. These two options can be edited independently of each other.

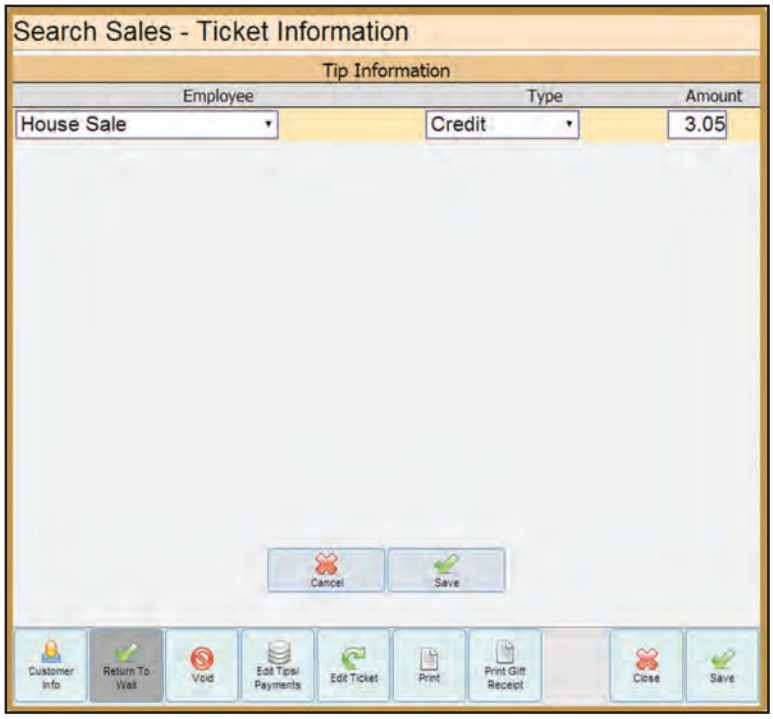


Figure 140 - Edit Tips

When editing tips, you have the option to change the employee who received the tip and the payment type of the tip.

When editing the tip amount, the new amount can not be less than or greater than the original amount. This allows employees to move the tip amounts around amongst themselves, but does not allow them to increase or decrease the amount the customer tipped. In order to change the tip total, the entire ticket needs to be edited.

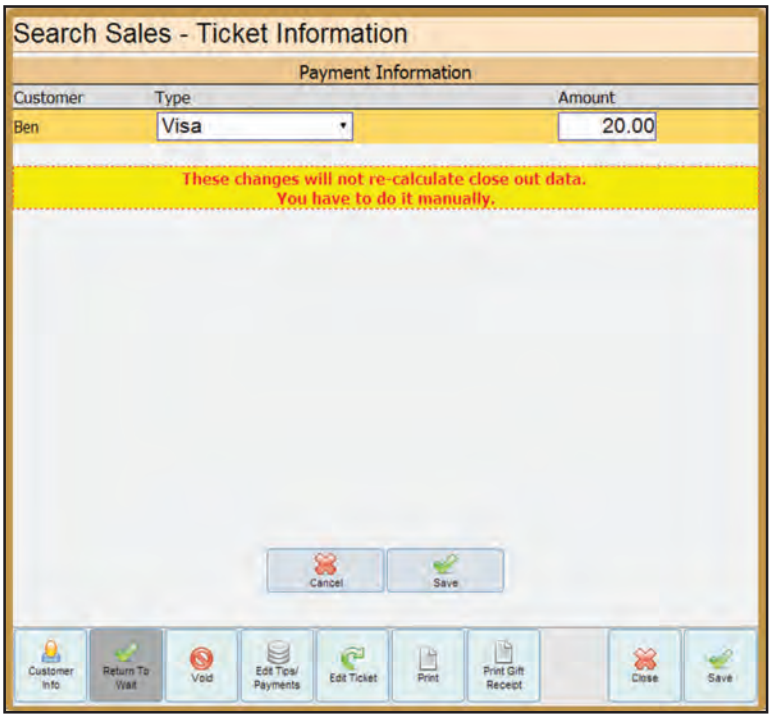


Figure 141 - Edit Payments

When editing payments, you have the option to change the payment type of the transaction.

When editing the payment amount, the new amount can not be less than or greater than the original amount. In situations where there are multiple payments on a ticket, this allows employees to adjust the amount for each payment type.

Card Terminal

Manager Tab → Card Terminal → Credit

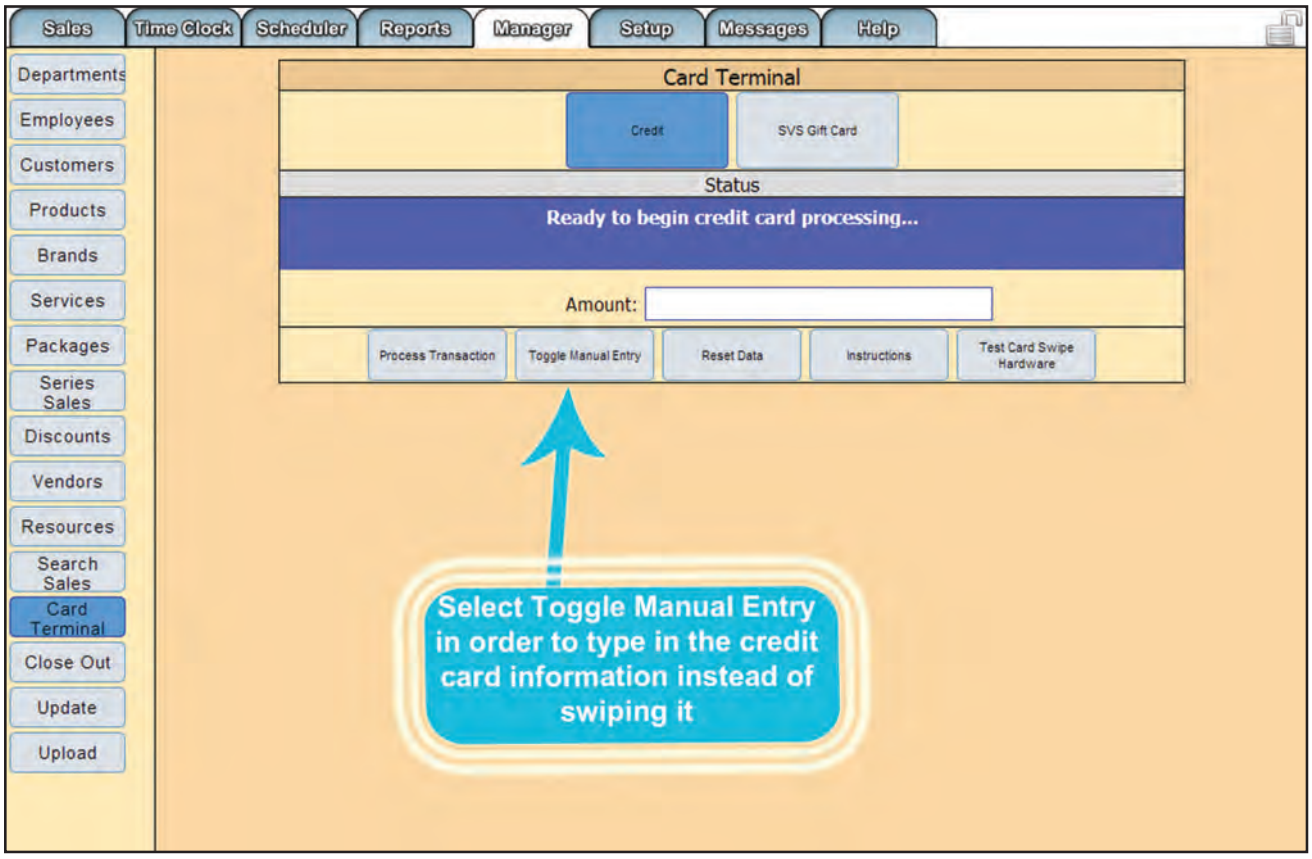
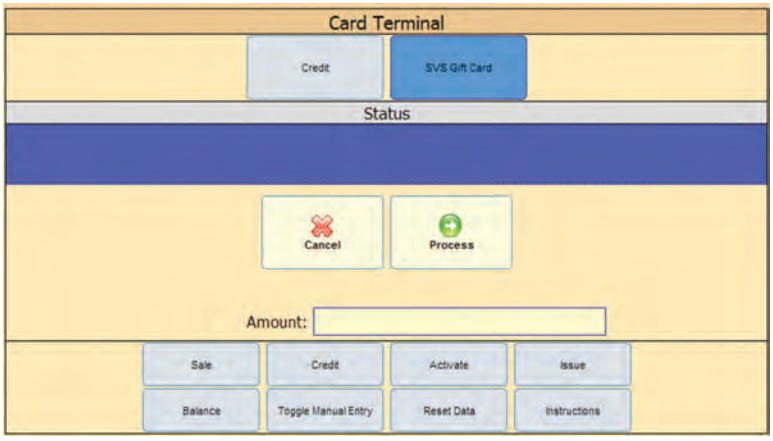


Figure 142 - Card Terminal Screen

Gift Card Balance Inquiries

Manager Tab → Card Terminal → Gift Card → Balance



To check the balance on a Gift Card, Select the Gift button on the Card Terminal, select the Balance button, swipe or enter the card information and select the Process Transaction button.

Figure 143 - Gift Card Balance Inquiry

Close Out

Manager Tab → Close Out

Counting Down the Till and Closing Out
The closeout process includes making drops on the Paid Out screen, and entering Mid-Day and End-Day count totals on the closeout screen. SuperSalon compares this to the computed totals and beginning till amounts to calculate over/under amounts.

There are two methods for closing out. You can use the Drops screen to enter drops during the day and have them carried over to the closeout screen automatically (if this option is selected as described below), or you can just directly enter all of the mid and end day counts directly into the Closeout screen.

To use the Drop screen, select the Open Till button on the lower right of the Sales screen. You will see a list of options:

Figure 144 - Options Screen

Select the Drop button and the Drop screen will appear. Enter your cash and check drops.

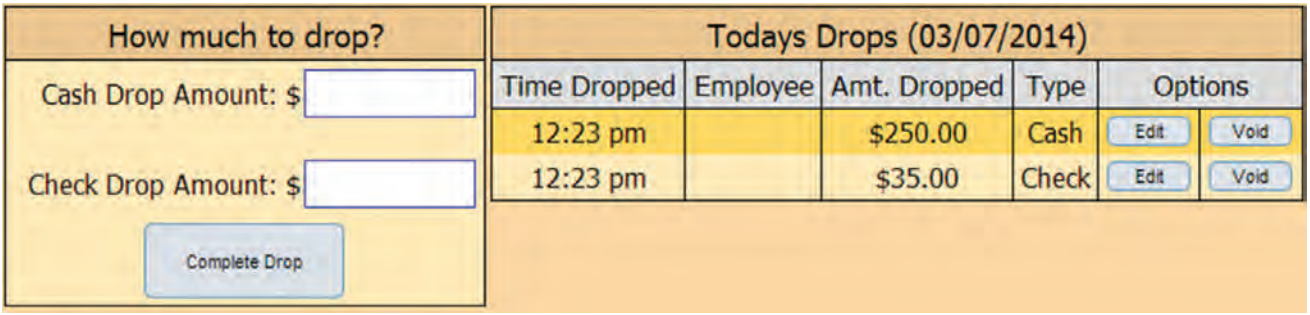


Figure 145 - Drop Screen

The drops appear on the Close Out screen. To access the Close Out screen, go to the Manager tab and select Close Out or enter a prior date on the Close out screen. To view drops from prior days, go to the Reports Tab → Audit → Drops.

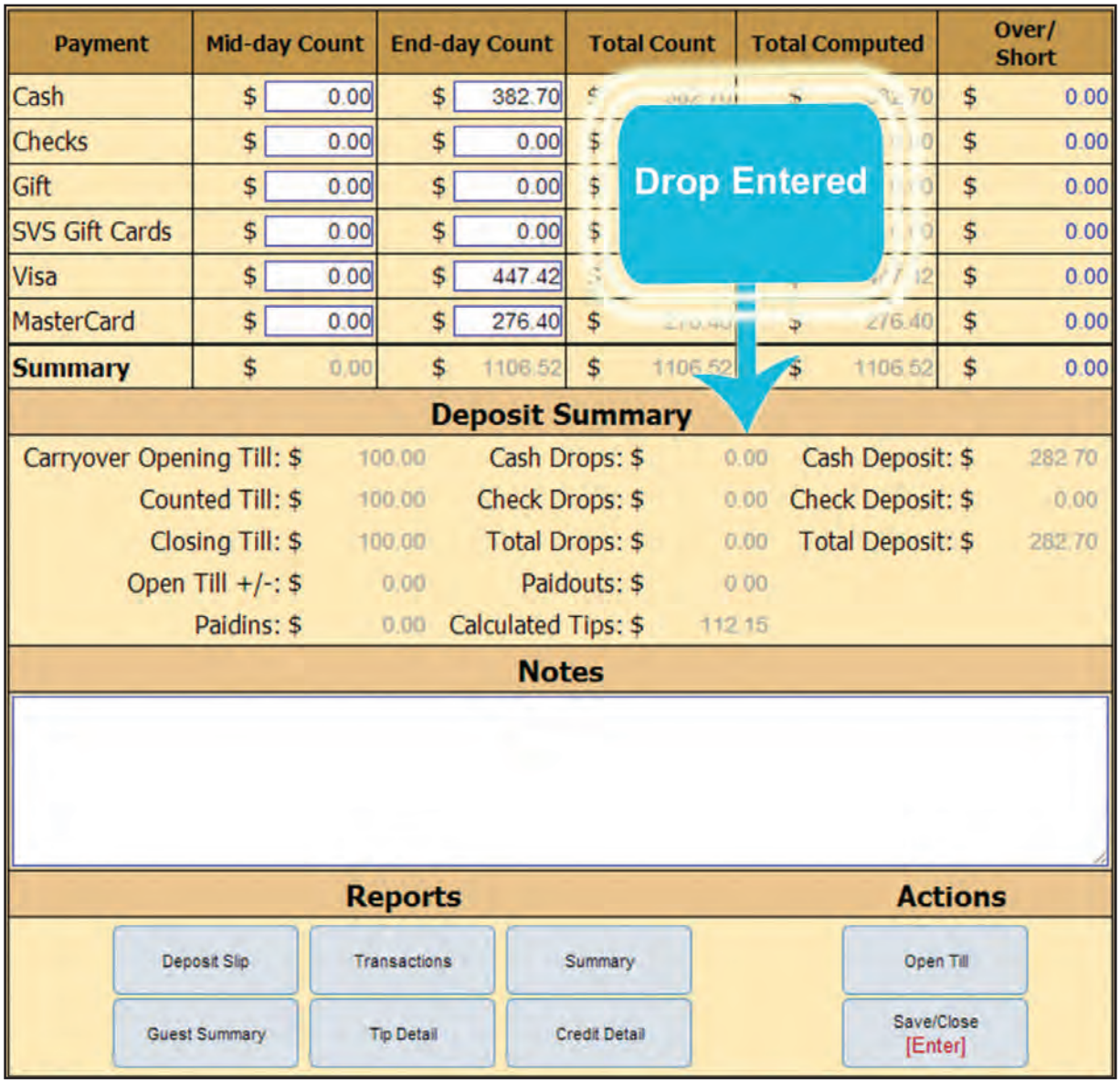


Figure 146 - Close Out Screen Showing Completed Closeout

At the end of the day remove the opening till amount and count the balance. Enter it in the End-day count field on the Close out screen. Do the same for the End-day checks and credit totals. For each payment type, you can see the difference between your totals and the computed totals. If there is a disparity with checks or credit, select the corresponding button on the Helper screen.

It will list all of the transactions entered for the day, and it will show the ticket numbers. This makes it easy to find a missing check or credit slip. Verify each item by checking it off.

When you are finished, select the Save/Close button. The red "Open" on the top of the screen will change to "Closed". This data will transfer to the Daily, Weekly and Monthly reports. If you go back and edit a prior day's close, be sure to select the Save/Close button again to "re-close" the day. This will update the reports. The system will alert you if there are open tickets before closing out.

If you want SuperSalon to add drops to the closeout total, check Add Drops to Closeout Totals in the Software Settings (Setup Tab → Software Settings → System → Open & Close → Add Drops to Close Out Totals). Some salons wanted to have SuperSalon add the drops to the Mid-day and End-day entries when calculating the final counted total (this is so they only count drops once). Other salons wanted the drop amount to only show as a reference, and did not want it added into the final counted total (they want to recount everything at the end of the day and add it once). We decided to accommodate both, so we added the option to choose.

There are several options you can set to modify how the Closeout works. For instance, you can require an opening till count, set an expected opening till amount or automatically close out at a specific time of day. These settings can be found by navigating to the Setup Tab → Software Settings → System → Open & Close.

Update

Manager Tab → Update

The Update button should only be used under the guidance of technical support. When pressed, SuperSalon connects to the Internet and looks for software updates. Updates must be set on our servers for each location to show them as available.

Upload

Manager Tab → Upload

The Upload button transfers the current location's data to the I-Office. SuperSalon normally uploads data automatically every day. Sometimes, however, there are circumstances where an upload may need to be initiated manually.

The Sales Tab (Wait/Serve Screen)

Sales Tab → Waiting/Servicing Screen

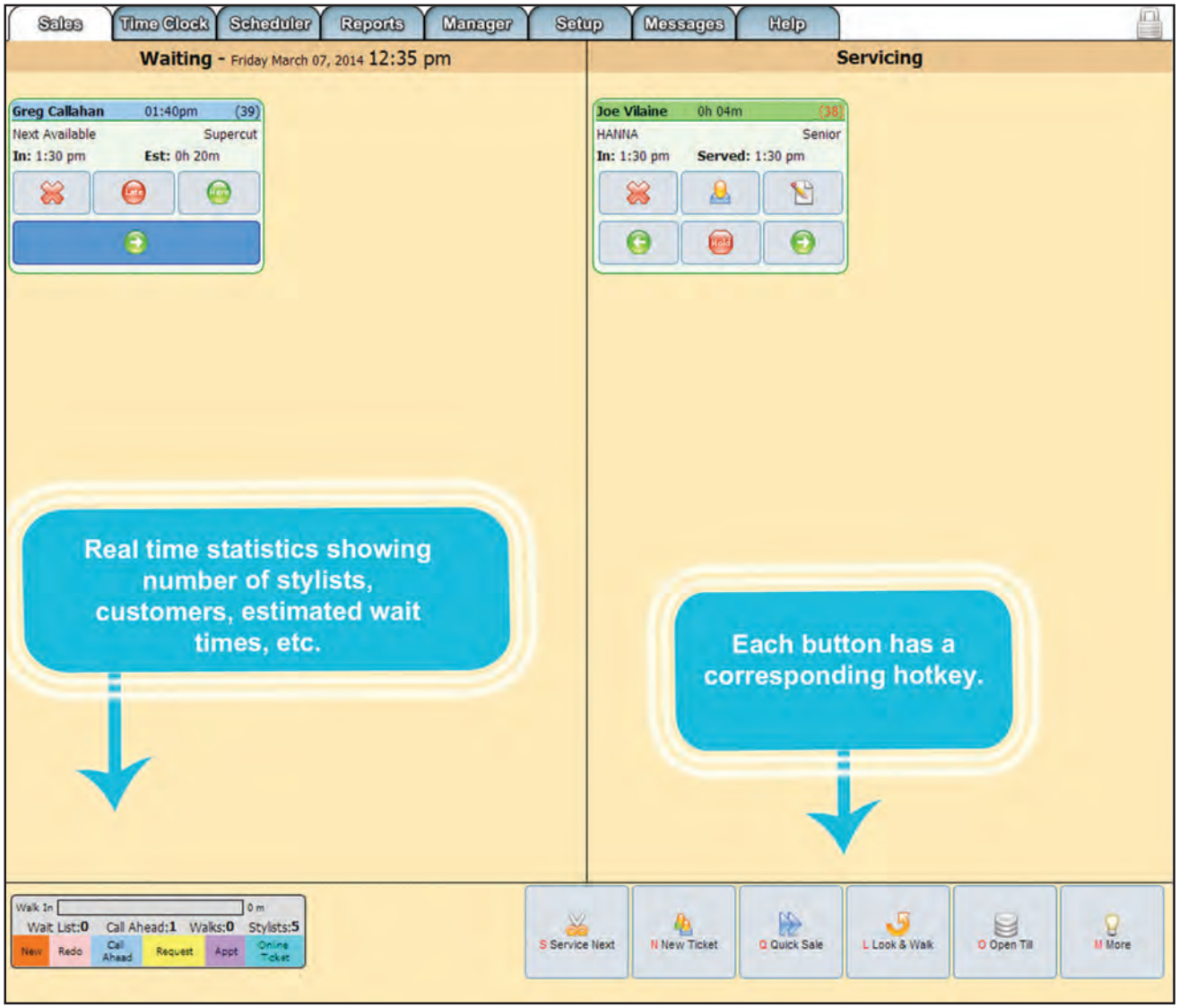


Figure 147 - Default Screen (Waiting/Servicing)

If the Wait/Serve screen is selected as your default screen in setup, then it will be the startup screen in **SuperSalon**. You can also set the Appointment screen or the Customer Lookup screen as your start screen (Setup Tab → Software Settings → System → General → Default Screen).

Statistics are shown for the wait times and number of stylist checked in, customers waiting, and Look & Walks. Whenever you notice a potential customer look into the salon and leave, select the Look & Walk button. The time of day and number is noted and used in the scheduling helper which lets you know where you may need more staff.

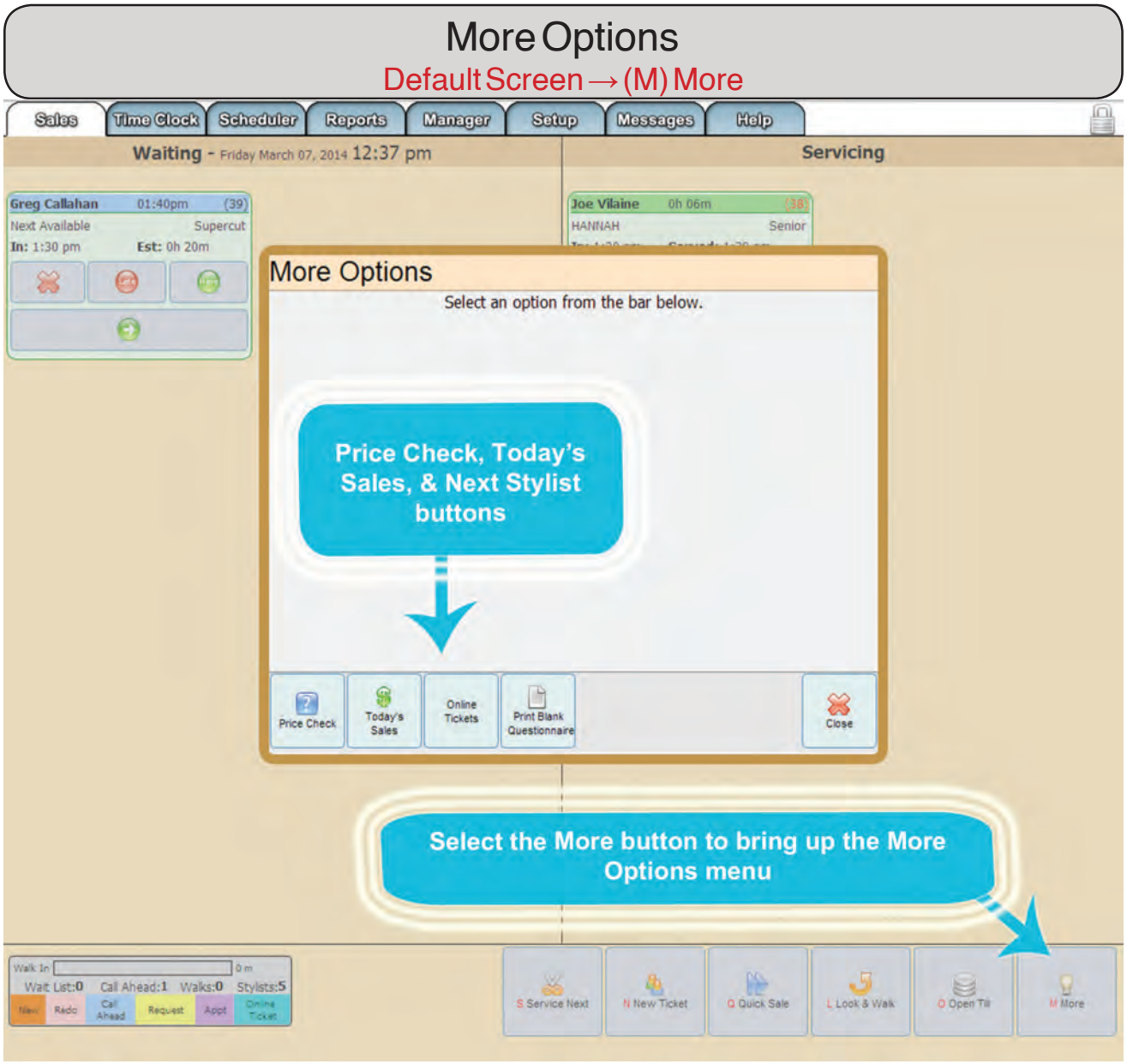


Figure 148 - More Options

Select the More button, then select the Price check button to find or confirm a product price. Scan or enter the product code and select the Search button for results.

For a list of the next available stylist, select the Next Stylist button. Stylists are listed in order with the stylist waiting the longest at the top.

Locations that are using the WebCheckin service can also view a list of tickets that were booked online by selecting the Online Tickets button.

Today's Sales Screen

Default Screen → (M) More → Today's Sales

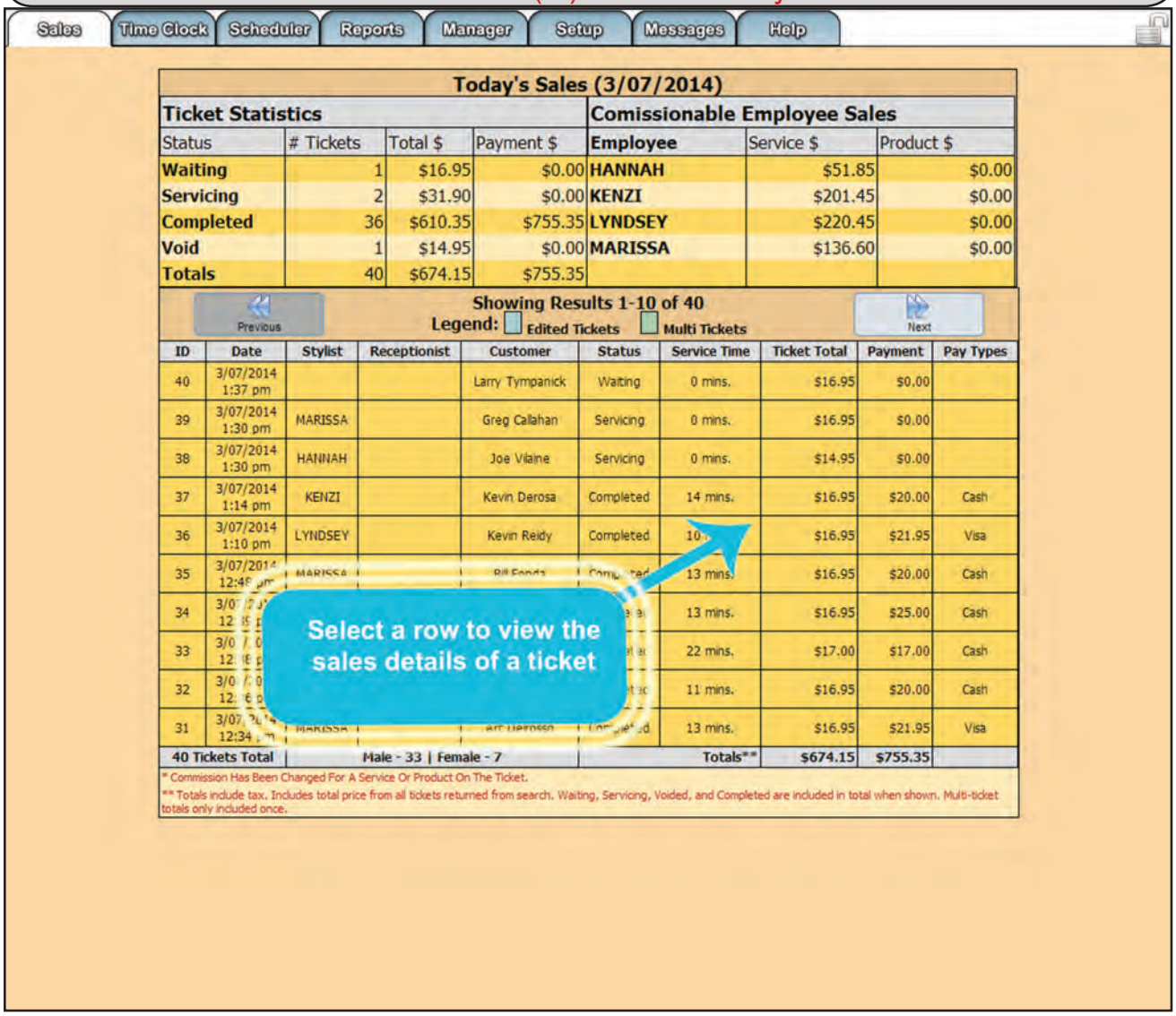

Sales
Time Clock
Scheduler
Reports
Manager
Setup
Messages
Help
Today's Sales (3/07/2014)
Ticket Statistics
Status # Tickets Total $ Payment $
Waiting 1 $16.95 $0.00
Servicing 2 $31.90 $0.00
Completed 36 $610.35 $755.35
Void 1 $14.95 $0.00
Totals 40 $674.15 $755.35
Comissionable Employee Sales
Employee Service $ Product $
HANNAH $51.85 $0.00
KENZI $201.45 $0.00
LYNDSEY $220.45 $0.00
MARISSA $136.60 $0.00
Previous
Showing Results 1-10 of 40
Legend: Edited Tickets Multi Tickets
Next
ID Date Stylist Receptionist Customer Status Service Time Ticket Total Payment Pay Types
40 3/07/2014 1:37 pm Larry Tympanick Waiting 0 mins. $16.95 $0.00
39 3/07/2014 1:30 pm MARISSA Greg Callahan Servicing 0 mins. $16.95 $0.00
38 3/07/2014 1:30 pm HANNAH Joe Vilaine Servicing 0 mins. $14.95 $0.00
37 3/07/2014 1:14 pm KENZI Kevin Derosa Completed 14 mins. $16.95 $20.00 Cash
36 3/07/2014 1:10 pm LYNDSEY Kevin Reidy Completed $16.95 $21.95 Visa
35 $16.95 $20.00 Cash
34 13 mins. $16.95 $25.00 Cash
33 22 mins. $17.00 $17.00 Cash
32 11 mins. $16.95 $20.00 Cash
31 13 mins. $16.95 $21.95 Visa
Select a row to view the sales details of a ticket
40 Tickets Total Male - 33 | Female - 7 Totals** $674.15 $755.35
* Commission Has Been Changed For A Service Or Product On The Ticket.
** Totals include tax. Includes total price from all tickets returned from search. Waiting, Servicing, Voided, and Completed are included in total when shown. Multi-ticket totals only included once.

Figure 149 - Today's Sales Screen

Select the More button then select the Today's Sales button to bring up the days transactions. Click on a row to view the sales details. Note: If you need to edit or void a ticket you will need to go to Manager Tab → Search Sales. The edit functions are there so that access controls can be set if desired.

Checking in Customers

Default Screen → (N) New Ticket → Enter Name → Select Customer/New Customer

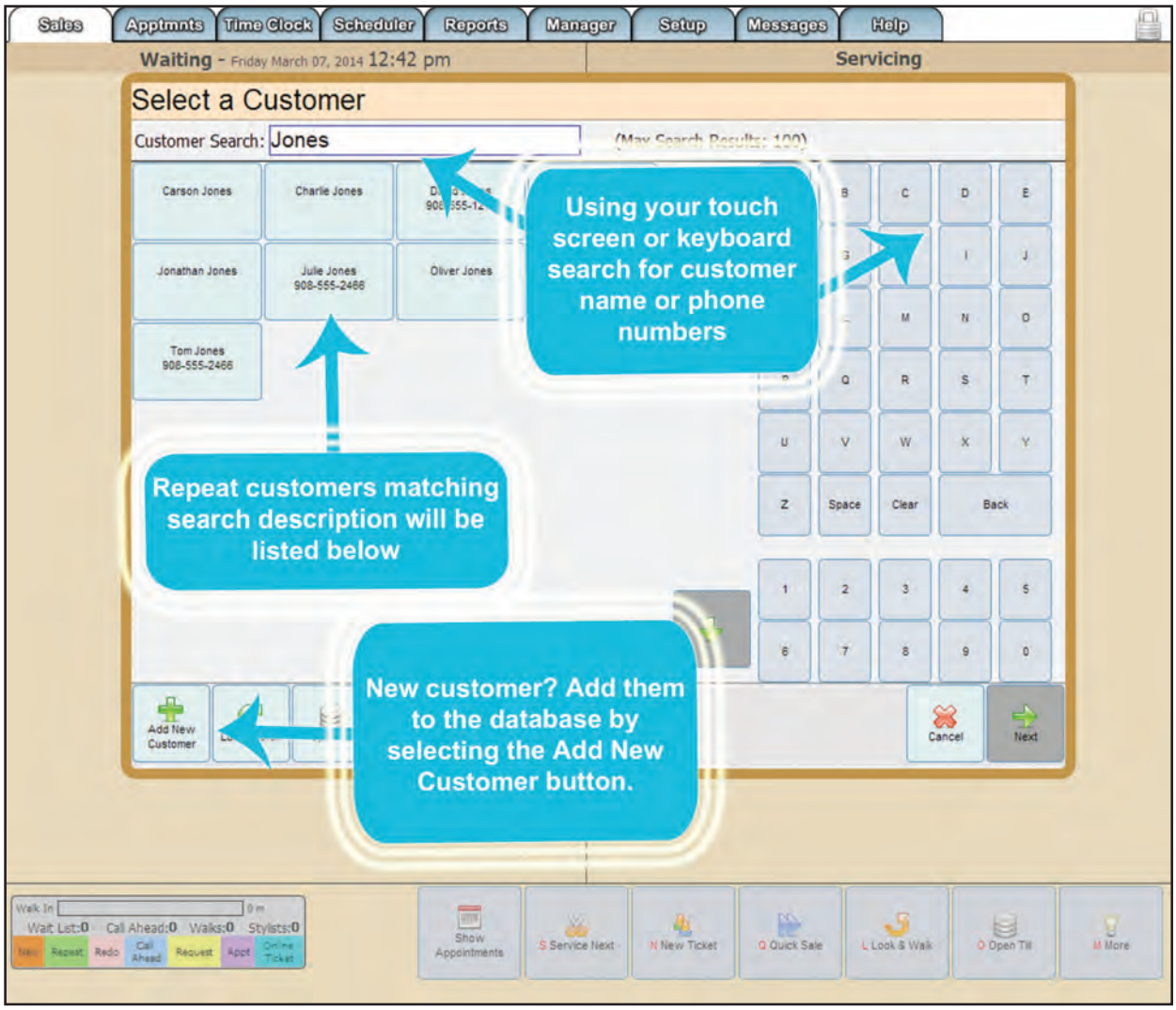


Figure 150 - Checking in an Existing Customer

From the Default screen select the New Ticket button.

If you are using the customer database, the screen will change to the Customer Search screen. Type in part or all of a telephone number or name to search for the customer in the database. For example: John Doe, John, Doe, J Doe, John D, 555-1212, 1212 will all bring up customers with all or part of the information you entered.

Select the desired name then select the Next button. If you are not using the customer database, selecting the New Ticket button will take you directly to the Ticket Options screen. If you do not find the customer in the database, select the Add New Customer button to add them to the database. If there is a space between the first and last name, **SuperSalon** will automatically enter their first name in the first name field and the last name in to the last name field. **SuperSalon** also detects phone numbers and puts them in the phone field. For product only customers, you will always want to use the Quick Sale button.

View Existing Customer Information

Default Screen → (N) New Ticket → Enter Name → Select Customer

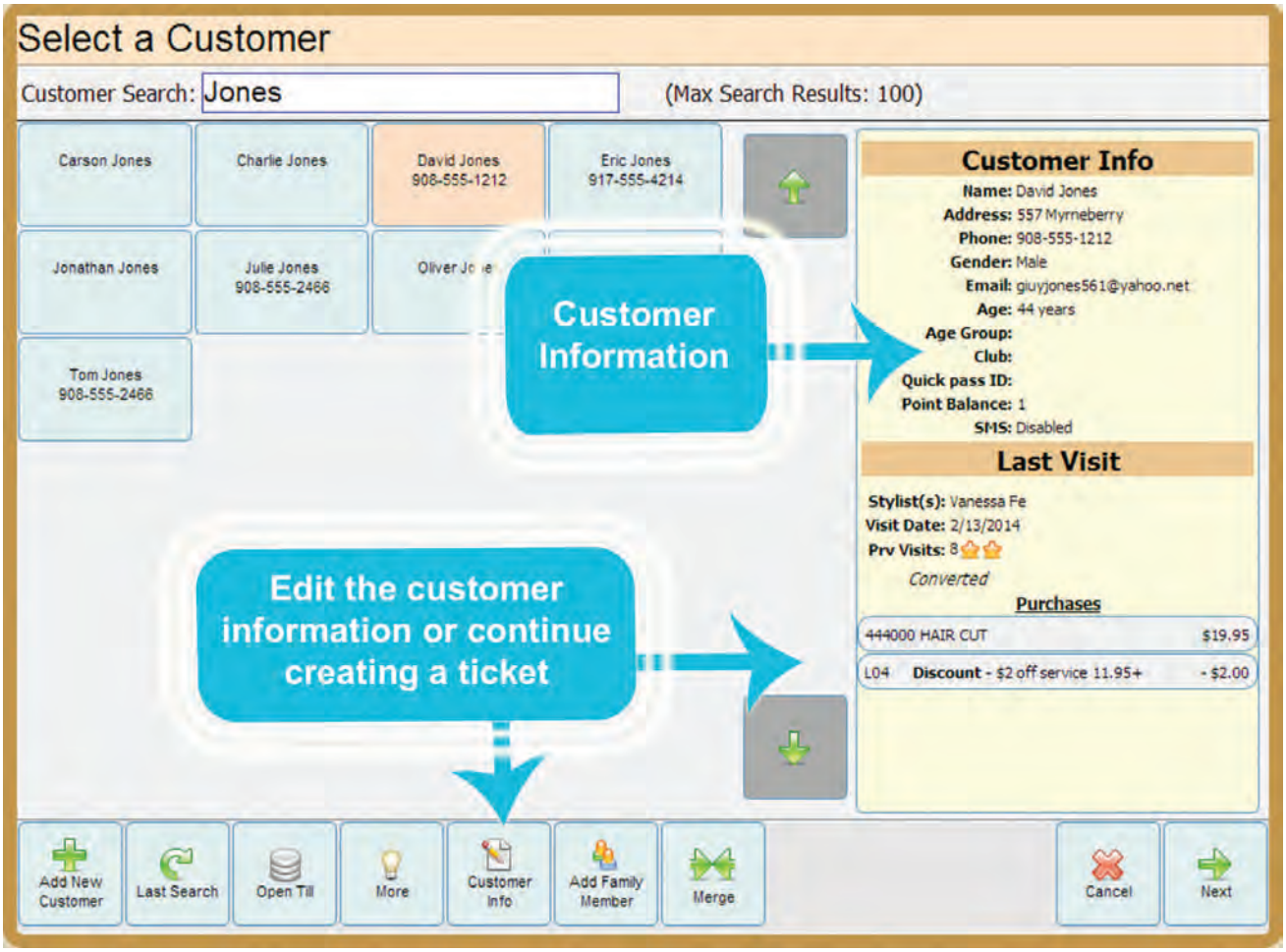


Figure 151 - View Customer Information

After selecting or creating a customer, an overview of the customer information will appear on the right.

Select the Next button at the bottom right of the screen to continue creating a ticket.

Select the Customer Info button to update customer information and access customer history.

Existing Customer Personal Information Screen

Default Screen → (N) New Ticket → Enter Name → Select Name → Customer Info

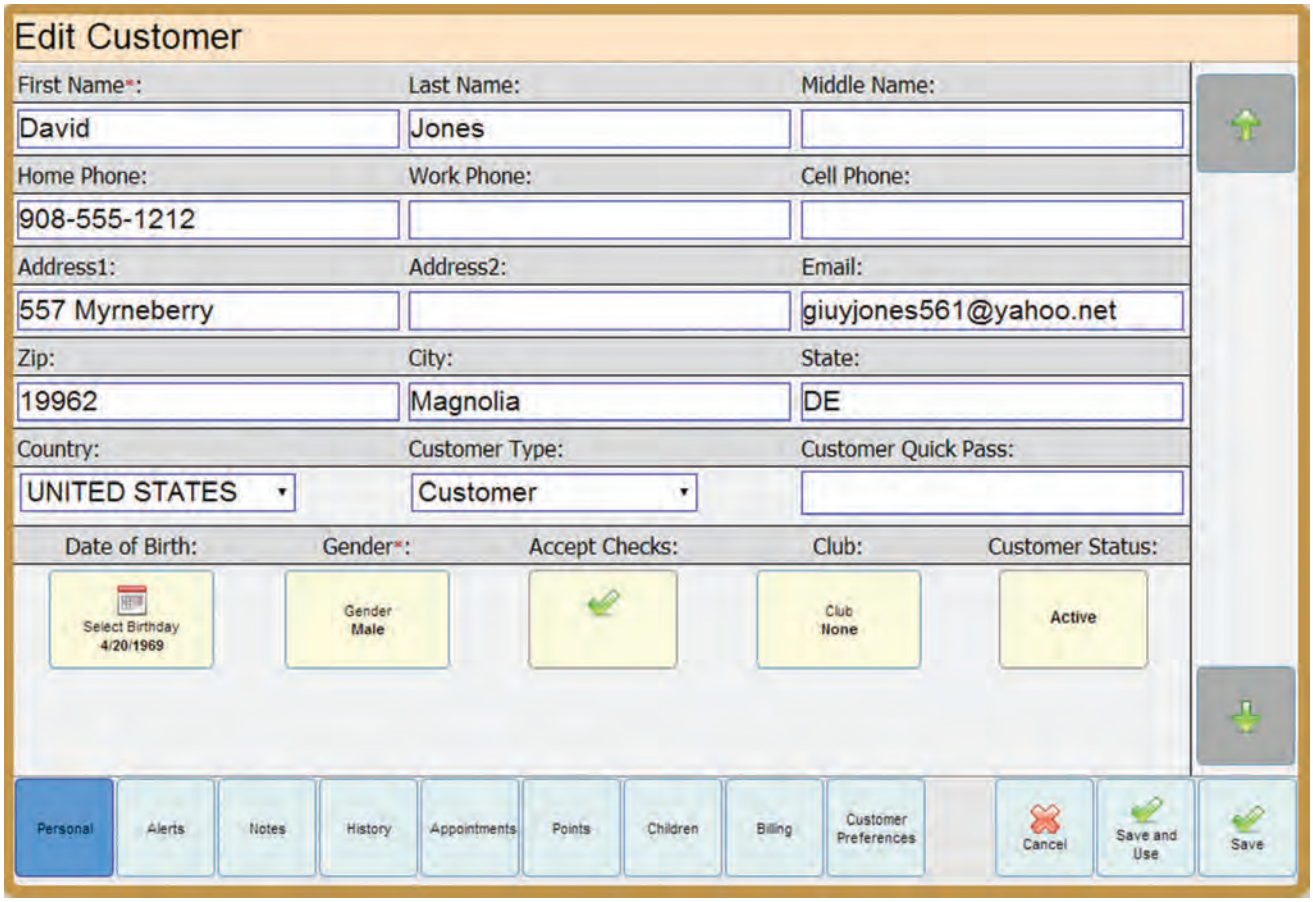


Figure 152 - Existing Customer Personal Information

Use the tab key to move from field to field. Enter or update information as needed. When you are finished: Select the Save button to save your data or the Save and use on ticket button to create a ticket. Customer information can also be entered by selecting the Manager Tab → Customers and using the Customer Search.

Customer History

Default Screen → (N) New Ticket → Enter Name → Select Name → Customer Info → History

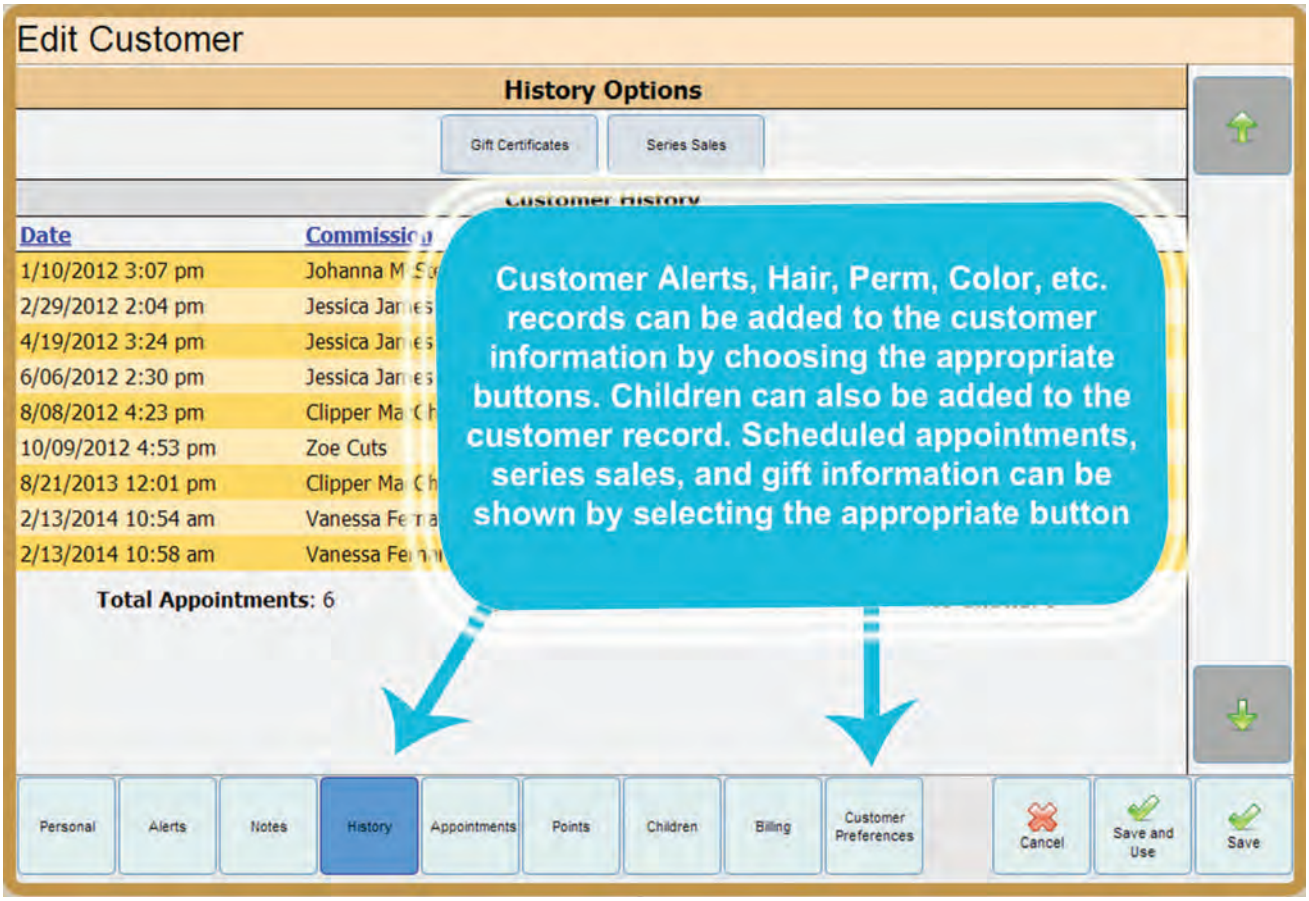


Figure 153 - Customer Panel Showing History

If you need to see a detailed customer history, select the History button.

Customer personal information can be modified by selecting the Personal button.

Alerts that pop up at various times during the transaction can be added by selecting the Alerts button.

Select the Hair, Perm, Body, Nails, Skin and Color buttons to enter customer preferences and stylist notes about the customer.

Appointments, gift certificates and series sales associated with the customer can also be viewed.

New Customer Screen

Default Screen → (N) New Ticket → Add New Customer

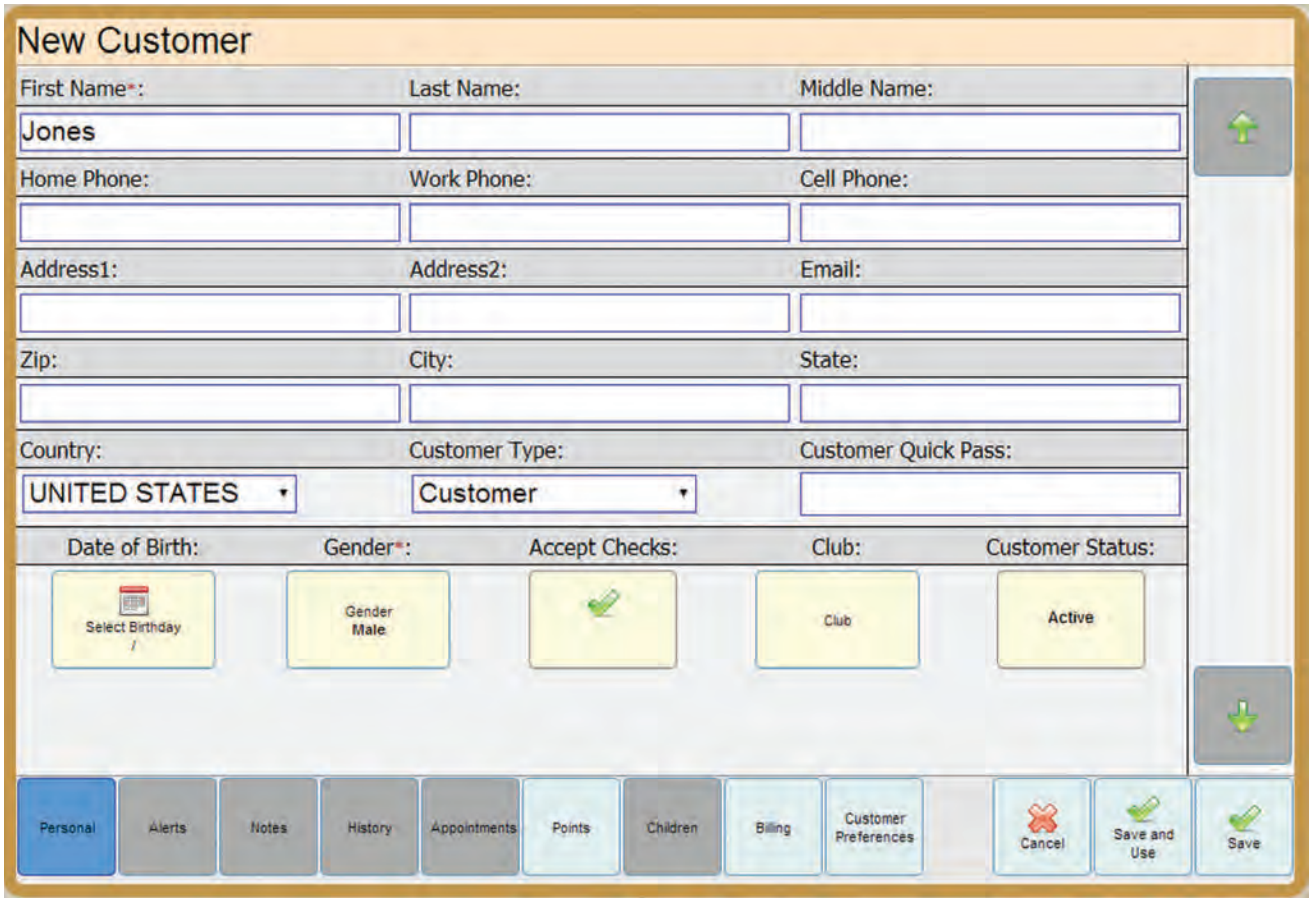


Figure 154 - New Customer Personal Information

Enter all customer information and select the correct gender button. Select the Save button to save your data or Save And Use button to save your data and create a ticket.

To save time, if you enter a customer name and/or number on the customer search screen, but do not find them in the system, select "New Customer" on the Customer Search screen. **SuperSalon** will automatically transfer their name and number to the new customer screen.

New customers can also be entered by selecting the Manager Tab → Customers → Add Customer.

Checking in Customers with World Search

Default Screen → (N) New Ticket → Enter Name → Select Name

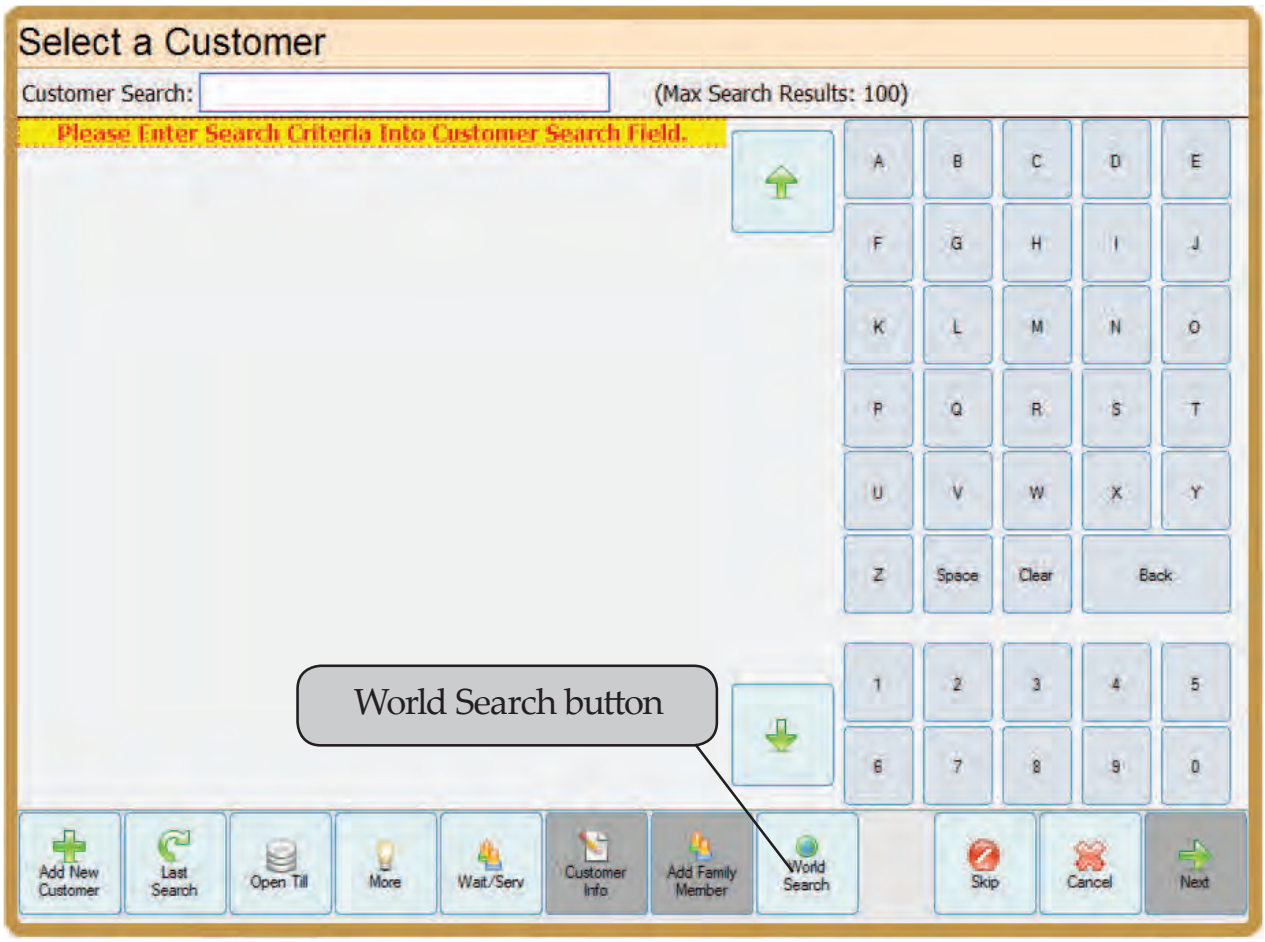


Figure 155 - Customer Search Screen With World Search

If World Search is enabled, you will have a World Search button on your customer Search screen. If the system does not find a match on your local POS computer, select the World Search button to search the World Customer database.

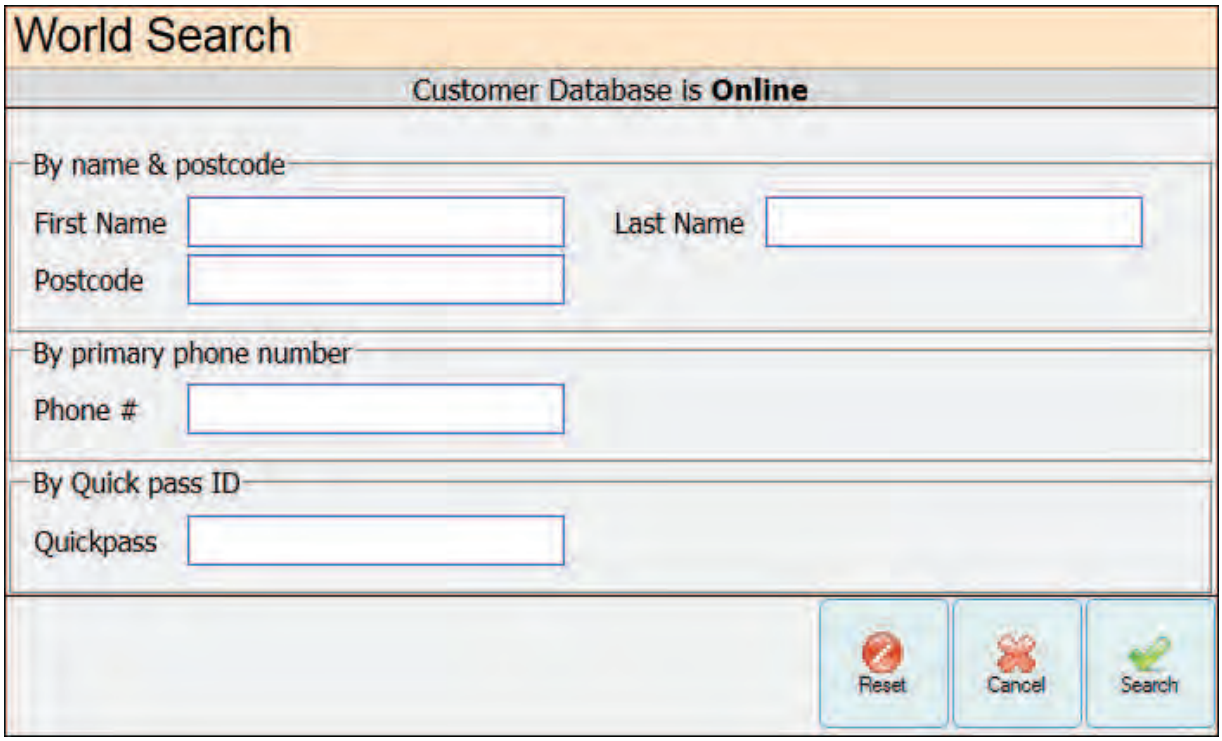


Figure 156 - World Search Screen

Enter all or part of the name, phone number, postal code, or the full Quick Pass number, and then select the Search button. The results screen comes up.

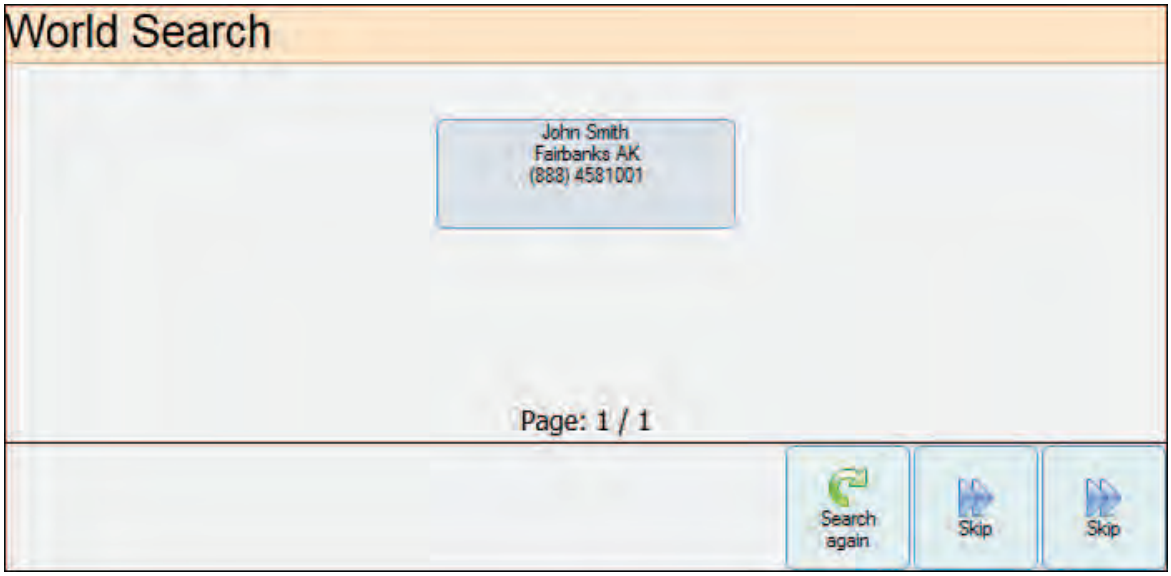


Figure 157 - World Search Results Screen

Select the customer and proceed with the transaction as usual. If no results come up select the New Customer button and enter the customer information. The customer will be added to the local database as well as the World Customer database.

New Ticket Options Screen

Default Screen → (N) New Ticket → Enter Name → Select Name → Next

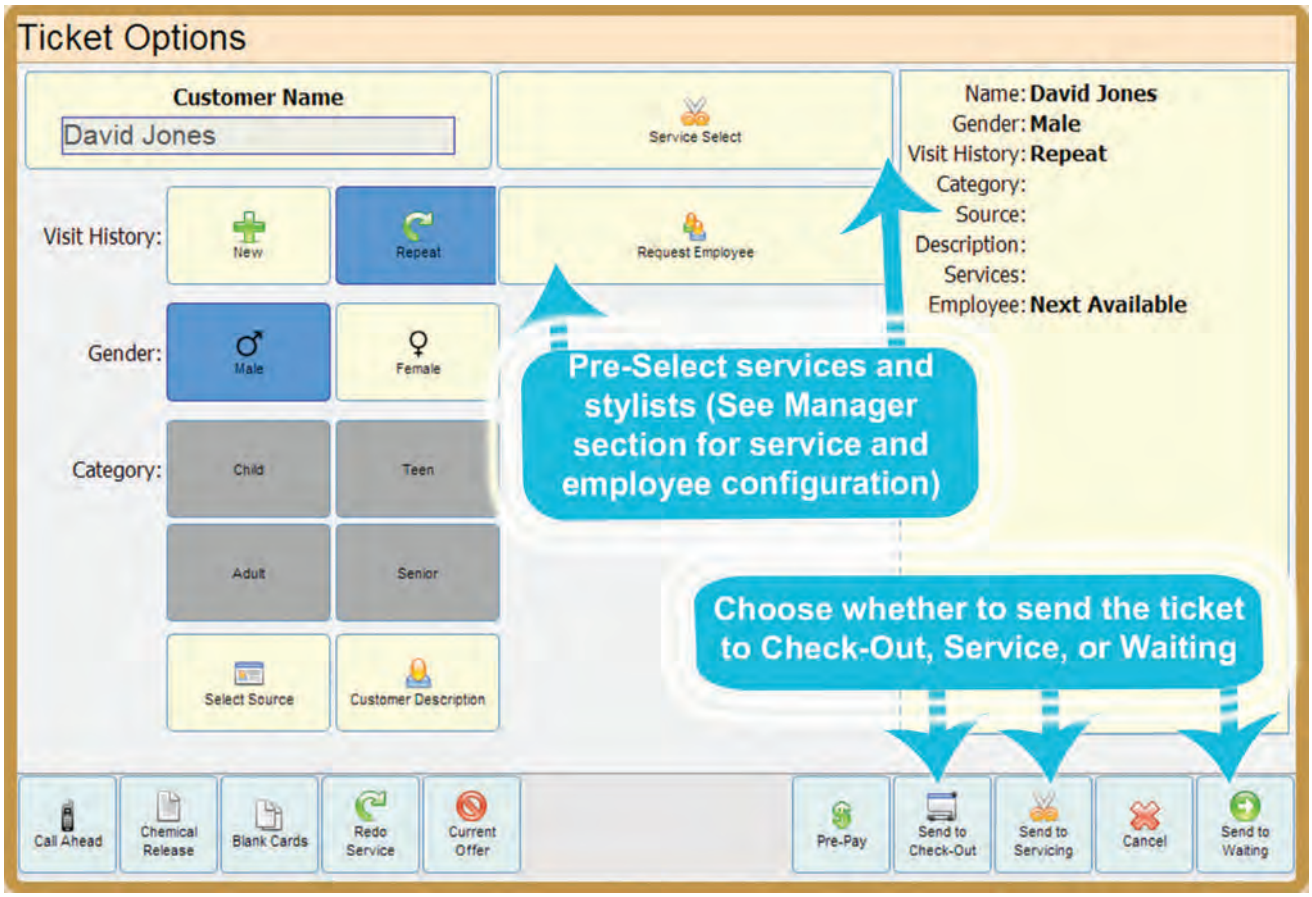


Figure 158 - Ticket Options Screen

Enter optional Visit History, Gender, Category, Source, and whether the Current Offer is accepted or declined (tracking option settings can be set by navigating to Setup Tab → Software Settings → Marketing → Customer Lookup & Tracking → Tracking Options). Select a category, the services to perform, and request an employee, or choose Next Available. Then send the customer to service, wait or Check-Out. For repeat customers, the visit history, gender, and category are all selected automatically When a stylist is pre-selected, it constitutes as a request.

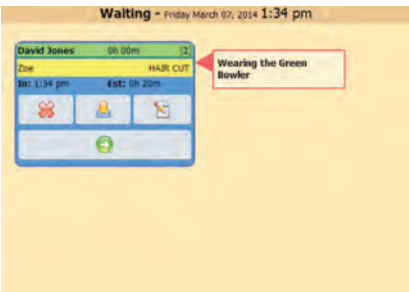


Figure 159 - Ticket Notes

The options are displayed so that you can quickly verify and edit if needed.

A note can be attached to the ticket by entering the information in the Customer Description field. This can improve service, instead of yelling out a name, an employee will know "Gary" is the customer with the green cap.

Call Aheads

Default Screen → (N) New Ticket → Enter Name → Select Name → Next → Call Ahead

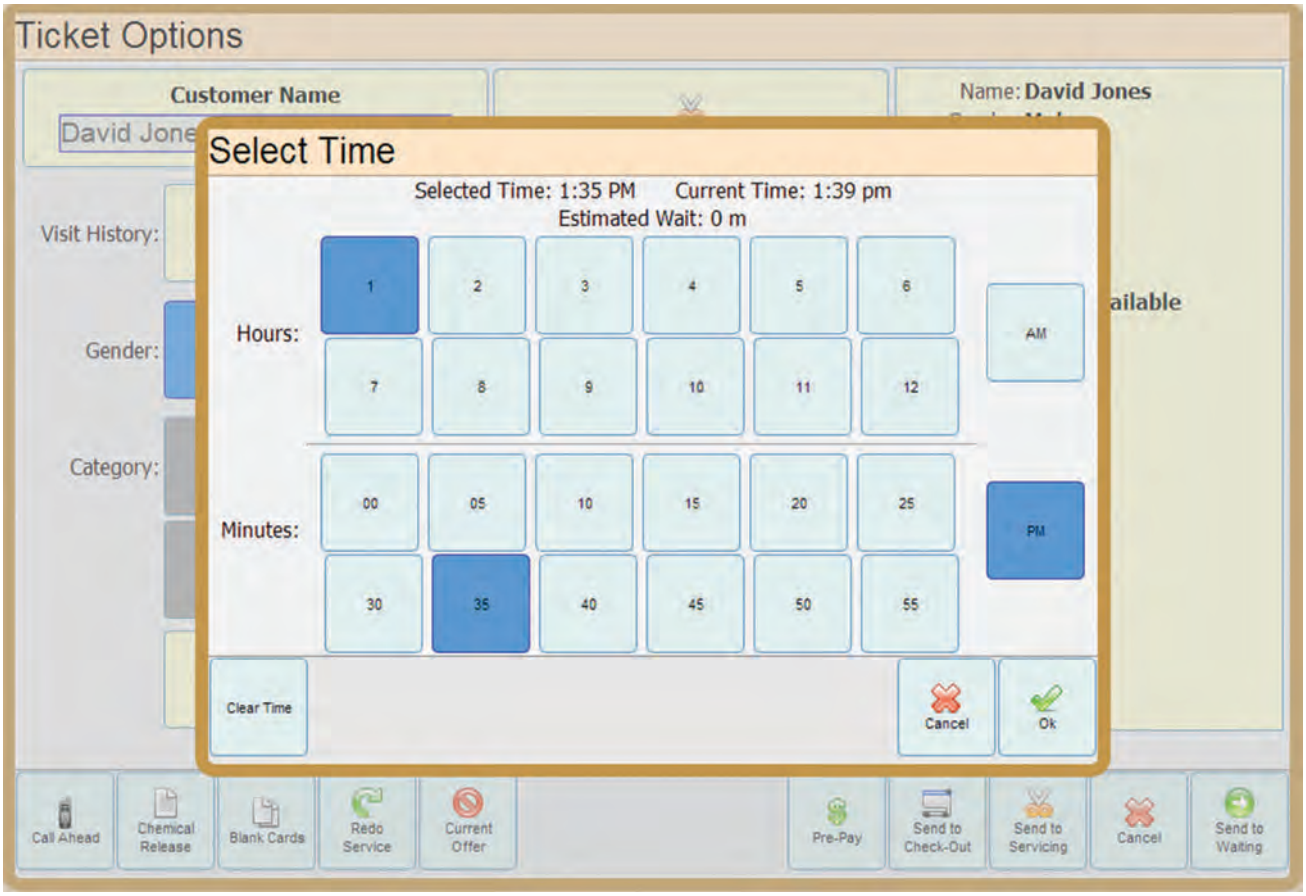


Figure 160 - Call Ahead Option

If the customer is calling and will arrive later in the same day, select the Call Ahead button. A window will appear allowing you to select their expected arrival time, and then select the Wait button.

A ticket will be created and placed in the Wait column of the Wait/Serve Screen and color-coded blue with the expected time of arrival noted.

The ticket will have a Late button and a Here button on it.

If the customer arrives on time you might select "Here" and the customer will keep their position in line, if you select Late, they go to the back of the line.

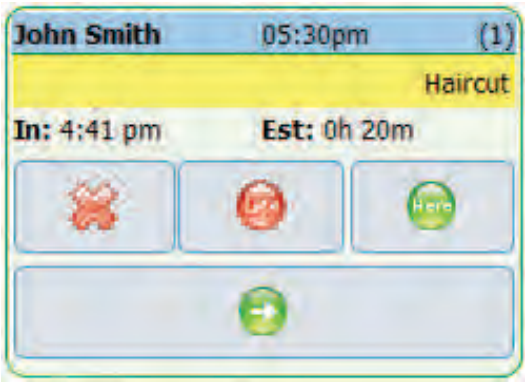


Figure 161 - Call Ahead Ticket

Chemical Release

Default Screen → (N) New Ticket → Enter Name → Select Name → Next → Chemical Release

If you want a customer to sign a liability release, select the Chemical Release. This will print a liability release from the receipt printer for your customer to sign. You can edit the release text (Setup Tab → Receipt Printer → Release). If you would like to print a blank Chemical card so the stylist can enter notes for later entry, select the Blank Cards button.

Note: Rogers Software Development is not responsible for correct or appropriate liability release text. You must edit this to meet your needs.

Redo/Pre-Pay/Send to Check-Out/Select Employee

Default Screen → (N) New Ticket → Enter Name → Select Name → Next → Redo/Pre-Pay/Send to Check-Out/Employee Select

If the service is a redo, select the Redo Service button then the Wait button. The color changes to pink on the ticket to indicate the service is a redo.

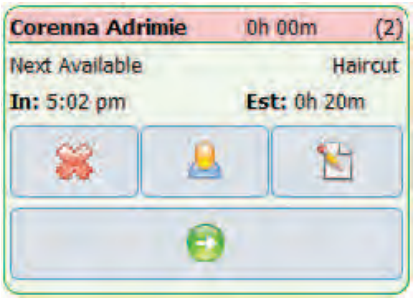


Figure 162 - Redo

Select the Prepay button if the service is prepaid. The ticket will indicate the service was prepaid.

This unique feature of **SuperSalon** allows you to prepay tickets without checking them out.

For example, a mom brings her son in for a haircut, but there is a 20 minute wait. The mom wants to prepay so she can go shopping next door, and she tells her son to meet her when he is done with the haircut.

Most systems simply force you to make a ticket and ring it out. This means that you need to ring it out as a house sale, and then remember to change the commission to who you know the employee is. It also means that wait time and service times are 0 minutes, so you lose valuable audit information.

With **SuperSalon**, you can pick a service and allow the customer to pay, but the ticket stays in the Wait queue. When the ticket is taken to service, the employee is selected and the times are tracked just like a regular ticket. When you are done servicing, the ticket will have a "Finish" button. Simply press it to complete.

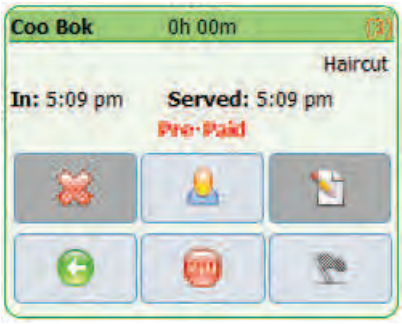


Figure 163 - Pre-Paid Ticket

When creating a ticket, you have the option of requesting an employee. Simply select the preferred employee. When you do this, the ticket will be color coded yellow. Tickets with special statuses are striped. If your ticket has multiple statuses such as a Request and a Call-Ahead, it will be striped with the corresponding colors. The amount set up in the Request Charge field on the Payroll/Bonuses button will be added to the sales ticket when a customer requests an employee (Setup Tab → Payroll/Bonuses).

Select the Check-Out button if the customer is ready to go directly to Check-Out (this bypasses sending the customer to Waiting or Servicing). This is mainly used in instances where a salon would like to keep a record of what products a customer has purchased.

If sending the customer to service, select the employee from the list. For salons with a high number of staff you can search for an employee by entering an employee name or part of a name and select from the list.

Servicing Customers

Sales Tab → Waiting/Servicing Screen

When an employee is ready to take their next customer, they need to move the customer from the Waiting list to the Servicing list. There are two ways to do this:

1. Choose the ticket from the waiting list (usually the one on top) and select the right arrow on the ticket. Alternatively, scroll through the tickets with the up and down arrow keys and select with the right arrow key. A list of stylists will appear. Only employees who are "clocked in" and have "Performs Services" checked on their Employee Setup will be listed (Manager Tab → Employees button → General Information). Select an employee name. The customer ticket will move into the Servicing list and a ticket will print out on the receipt printer if service receipts are enabled (Setup Tab → Receipt Printer → Options → Print Receipt When Servicing Customers).

Figure 164 - Ticket in Waiting

2. Select the Service Next button. The Customer Waiting list will appear. With this option you can "Serve Next" from any screen, even when the receptionist is in the middle of a sales transaction

   They can take their next customer without interrupting the sale using this method. Select the customer to put them into service. The ticket will move into the Servicing list and a ticket will print on the receipt printer if service receipts are enabled.

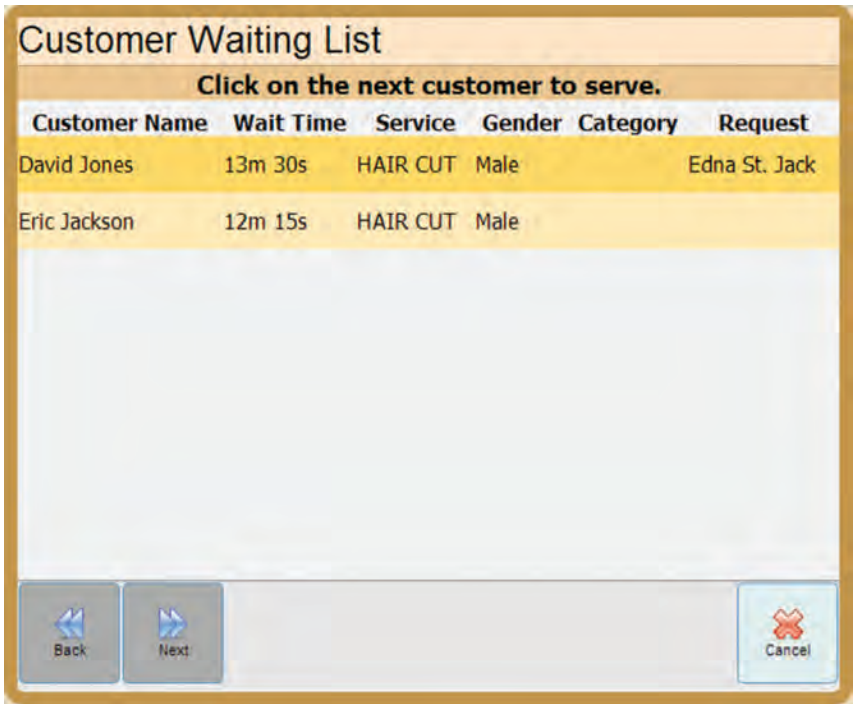


Figure 165 - Customer Waiting List

Customer Check-Out

Option 1: (N) New Ticket → Select Customer → Next → Check-Out

Option 2: Servicing Column → Select Ticket → Right Arrow on Ticket

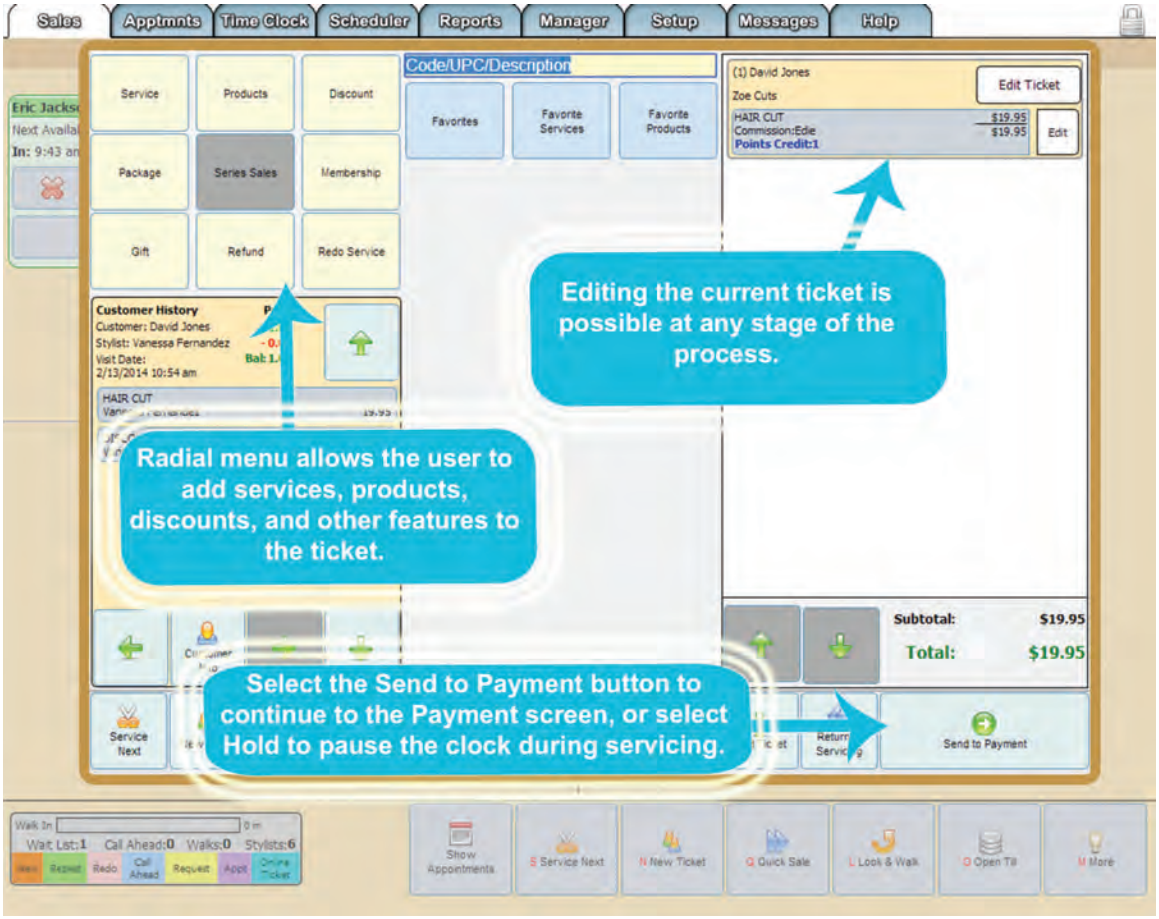


Figure 166 - Checking-Out a Customer

When the customer is ready to Check-Out, select the right arrow on the servicing ticket. You can add more services, gifts, products, discounts and refunds, and etc., on the Check-Out screen. Preselected services will come over automatically (if "Pass pre-selected services to check-out" is enabled: Setup Tab → Software Settings → Sales → Tickets & Sales → Pre-Selected Services → Pass pre-selected services to check-out).

If you know the code to a product or service, simply type the code into the Enter an Item Code field at the top of the screen and hit enter. The product or service will automatically be added to the ticket. With this method you do not need to select the product or service category button on the left.

If you know part of the name of a product or service you can also type it into the field at the top of the screen and hit enter. **SuperSalon** will automatically search for it and show the results. Select the desired item to add it to the ticket.

Services can also be added by selecting the Services button under the Actions Menu, then the category, and then selecting the green arrow next to the service.

Products can also be added by selecting the Products button under the Actions Menu, then the brand, and then selecting the green arrow next to the product.

With this method, services and products can be added in 3 touches.

For this to work correctly all products must have brands and categories set (Manager Tab → Products → Edit Product), and all services must have categories set (Manager Tab → Services → Edit Service).

The services listed in the middle column can be defined in the Quick Keys section (Manager Tab → Services → Quick Keys). This way, the most commonly used services will be displayed when you first go to the Check-Out screen. The services listed in the middle column can then be added with one touch.

Discounts are added by selecting the Discounts button under the Actions Menu. Then select the green arrow next to the applicable discount, or type the discount code in the Entry field at the top of the screen. To apply the discount to two or more items, add the desired products to the Check-Out screen and select all of the items you wish to discount. All Selected items will turn blue. When all items are selected, select the Discounts button and select the desired discount. A discount will be applied to each product.

Refunds are accomplished in a similar manner. Select the Refund/Redo button under the Actions Menu. Choose the Refund button. Select a service or select a product by scanning or searching for the product in the search box at the top of the Check-out Screen. Edit the quantity and price as needed. Select the green arrow next to the service or product to create a refund line item. Select as many items as necessary. Select the Pay Now button.

To remove an entry on the sales ticket, simply select the entry and select the Remove button. If you select an entry that has a discount, the discount will automatically be removed also.

If the customer is ready to pay, select the Pay Now button to go to the Payment Screen or select the Hold button to send the ticket to the service side of the Wait/Serve screen. Putting a ticket on hold stops the clock on the servicing, but allows you to postpone the Check-Out process. This can be used when a customer is part of a group that will pay when everyone is done, or when a customer simply needs to go find his or her wallet.

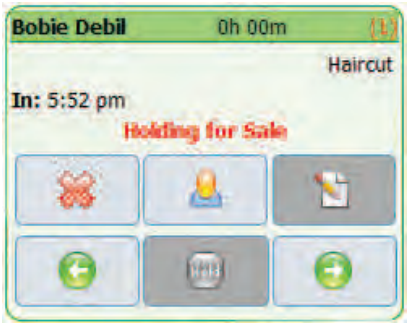


Figure 167 - Holding For Sale

Tip: While checking out a ticket, it is important to note that the Service buttons never go away. Even when ringing a customer out. SuperSalon is designed this way so that an employee never needs to wait on the computer to get to their next customer. In the middle of a sale you can select Serve Next to assist another customer. When done, SuperSalon returns to where it left off in the current sale. The entire interruption lasts only seconds.

Split Commissions

Search Sales → Click Ticket → Edit Commission

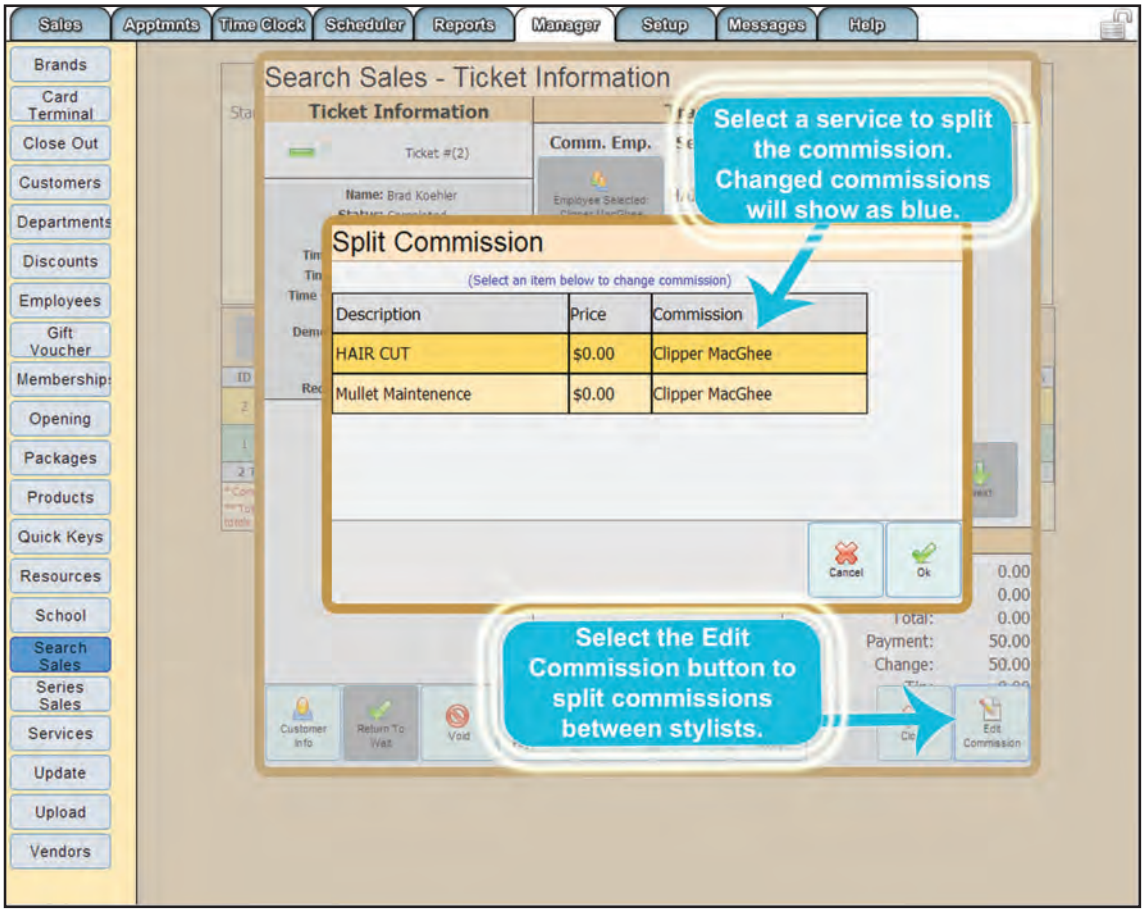


Figure 168 - Split Commissions Screen

If you allow split commissions select the Edit Commission button to choose the stylists.

Select the service you wish to split. Choose the employee who shares the commission and select the Ok button. Select the All Employees button to show all employees.

Figure 169 - Employee Selection Screen

Gift Certificate Sales

Check-Out Screen → Gift → Gift Certificates

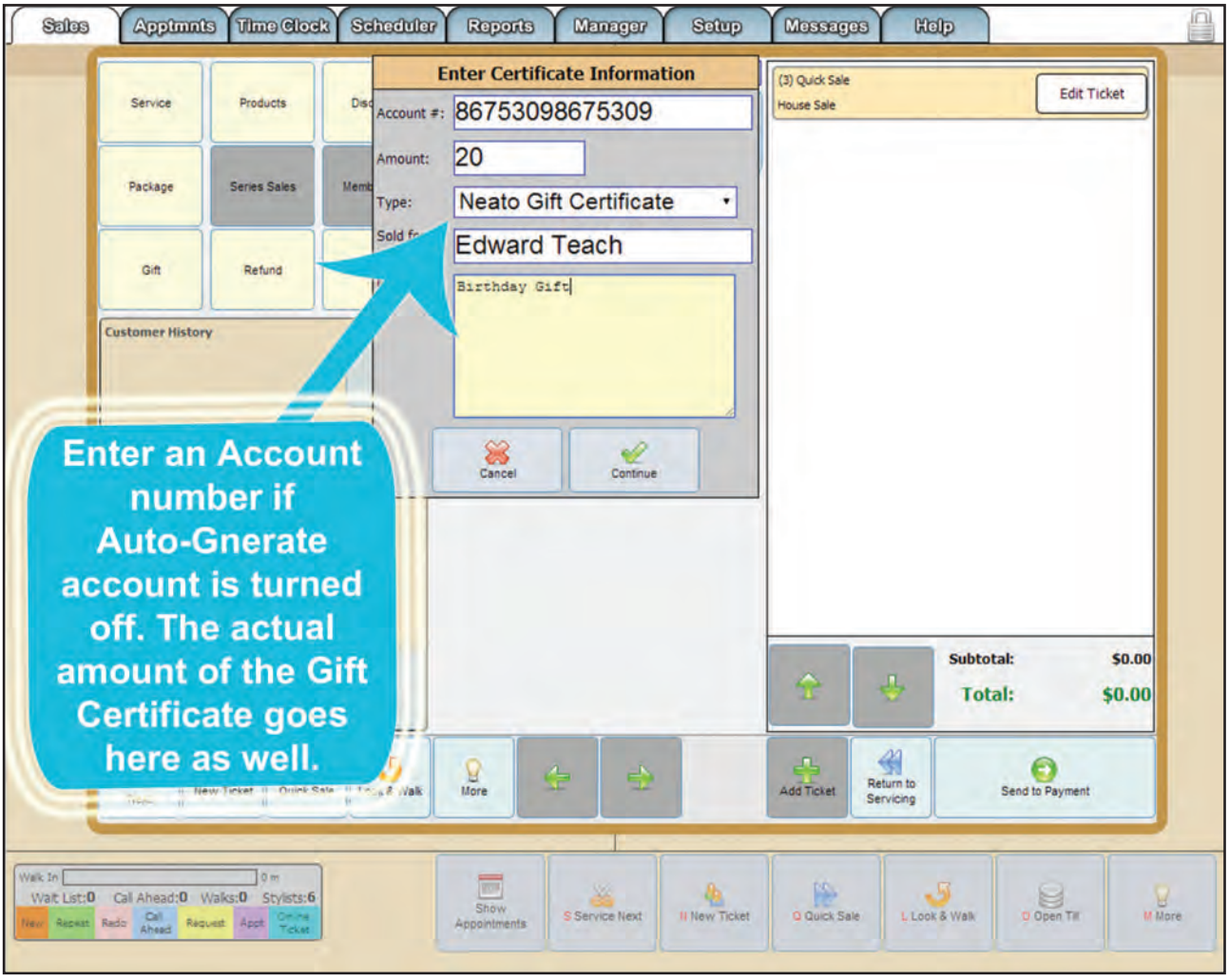


Figure 170 - Creating a Gift Certificate

To use the Gift Certificate system, it must first be enabled (Setup Tab → Software Settings → Marketing → Loyalty & Gift → Enable Gift Certificate System). When enabled, the Gifts button will appear on the Actions Menu. Additionally, a gift certificate search is enabled on the payment screen and any time a gift certificate search is used as payment, it is tracked to the closeout screen as a Gift Certificate payment method.

To sell a gift certificate, select the Gifts button under the Actions Menu, and then select the green arrow on the Gift Certificate line. A popup will appear to enter the Certificate Information. Enter an account number of your preference (usually the serial number is a unique number listed on preprinted paper certificates) and then an amount. The Sold for and Notes fields are optional. If you have set up Gift Certificate Types, select the type from the drop down menu (Setup Tab → Payment Methods → Modify Gift Certificate Types). Select the Continue button. Select "Yes" to create a new account and use. Select the Pay Now button to complete the sale. If the account already exists, it will add to the balance when the sale finishes. Gift certificates are not for gift card sales.

Gift Card Sales

Check-Out Screen → Gift → Gift Card

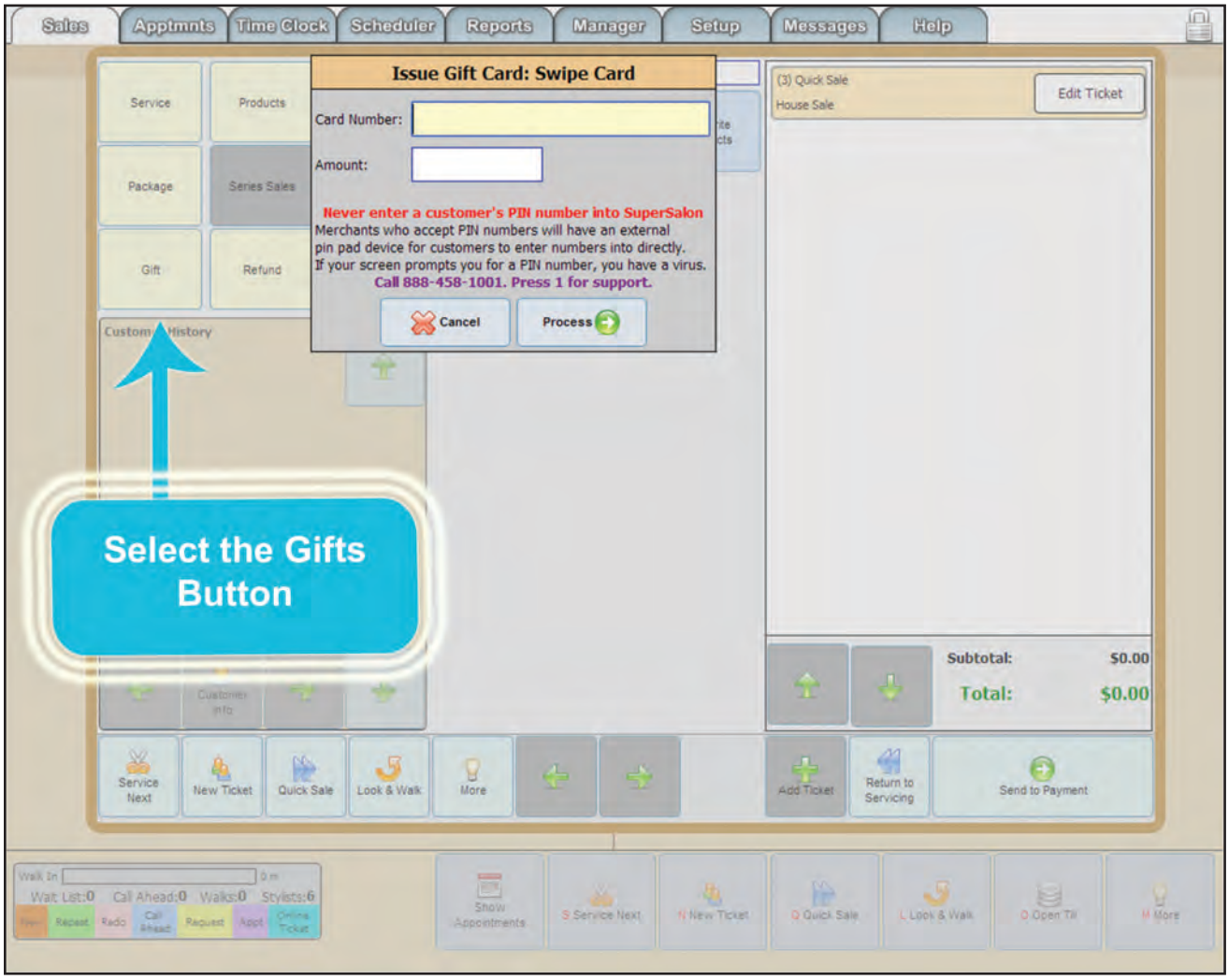


Figure 171 - Check-Out Screen With Issue Gift Card Prompt

To sell a Gift Card, start a new ticket (can be a regular sales ticket or a Quick sale). Select the Gifts button under the Actions Menu, and then select the green arrow on the Gift Card item. The swipe screen will appear.

Swipe or enter the card information and enter a dollar amount. Select the Process button. The card will be loaded with the amount you entered.

Add any other items and proceed to the Payment Screen. The transaction is completed just like any other sale and customer can pay with any payment type you accept.

Multi-Ticket Sales

Check-Out Screen → Edit Ticket → Add Ticket

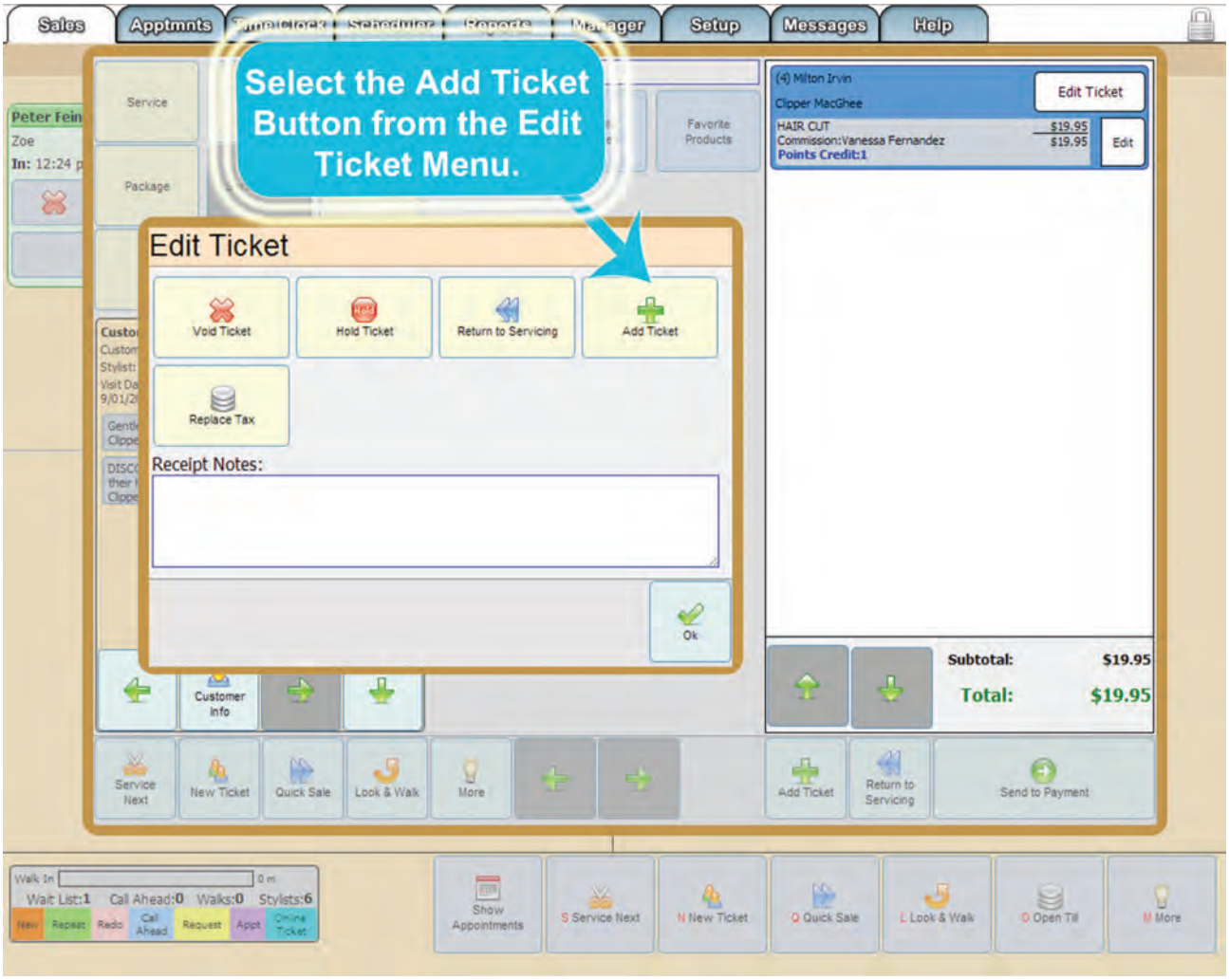


Figure 172 - Creating *Multi-Ticket Sales*

You can Check-Out a family or group together. Select the Check-Out button (right arrow) on the first ticket then at the Check-Out screen select the Add Ticket button under the Actions Menu and then select a ticket to add from the popup screen.

All tickets in Waiting or Servicing are displayed in the popup. If you make a mistake and add the wrong ticket, highlight the ticket and select the Remove button.

When the tickets are ready to be paid, select the Pay Now button and complete the sale. The Payment Receipt will list the tickets paid at the top of the receipt and any tickets not finished yet will be marked Paid Multi-Ticket.

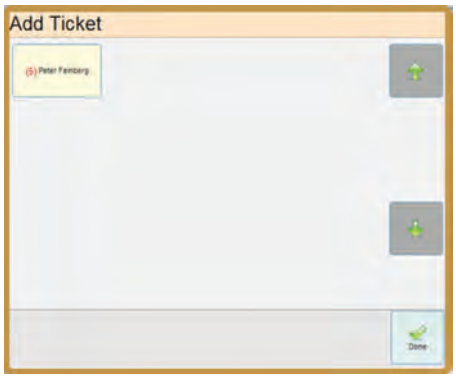


Figure 173 - Adding a Ticket to Create a Multi-Ticket

Customer Refunds

Check-Out Screen → Actions Menu → Refund

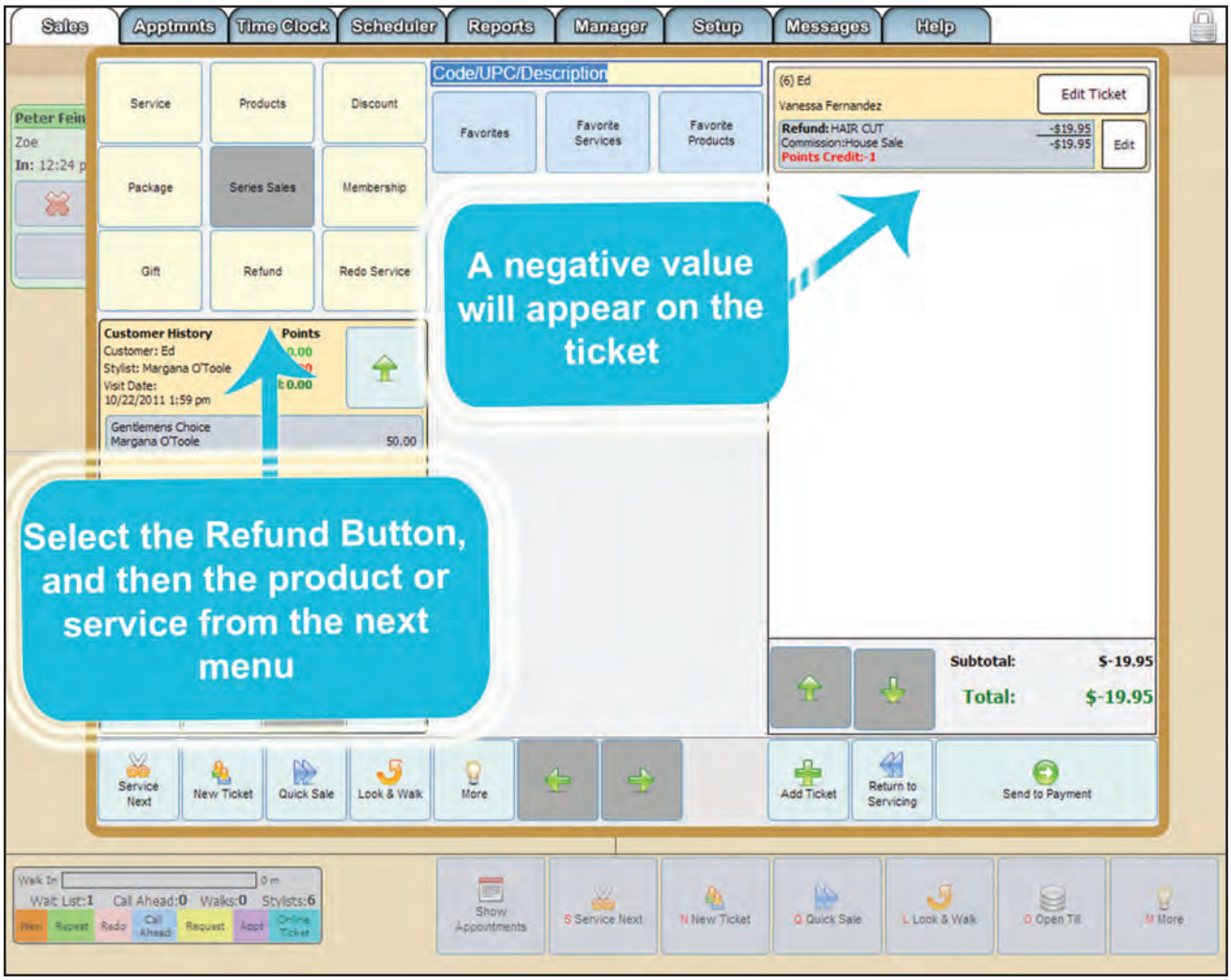


Figure 174 - Creating Customer Refunds

Refunds for products and services can be made in conjunction with a regular sale or independently. For refund only transactions involving products, go to the Check-Out screen using the Quick Sale button.

Select the Refund/Redo button. Then select the Refund/Redo button and choose Refund. Then select a product by scanning or searching for the item using the search box at the top of the Check-Out screen. Edit the price and quantity if needed. Select the green arrow next to the product to create a refund line item. Select as many items as necessary. Select the Pay Now button.

Figure 175 - Additional Refund Information Popup

On the Additional Refund Information screen select the original sales person, if known, from the drop down menu and whether to put the product back on the shelf. Complete the transaction as normal. The option to put refunded products back on the Shelf can be enabled or disabled by navigating to Setup Tab → Software Settings → System → Inventory → Show Option to Add Returns to Inventory.

For refunds using integrated credit card processing, click the credit card payment type button and enter the amount of the refund as a negative number. Credit card transactions entered as a negative amount process as a credit (refund) to the card. For example: If the total amount to be refunded to a credit card is $10.00, the entry would be -10.00.

Refunds can also be performed on services, but it is recommended to create a new ticket for these transactions so you can keep track of unsatisfied customers. If your location does not use the Customer Database or there is no need to keep a record of customers who had services refunded, then using Quick Sale can be a quicker way to enter these tickets into the system.

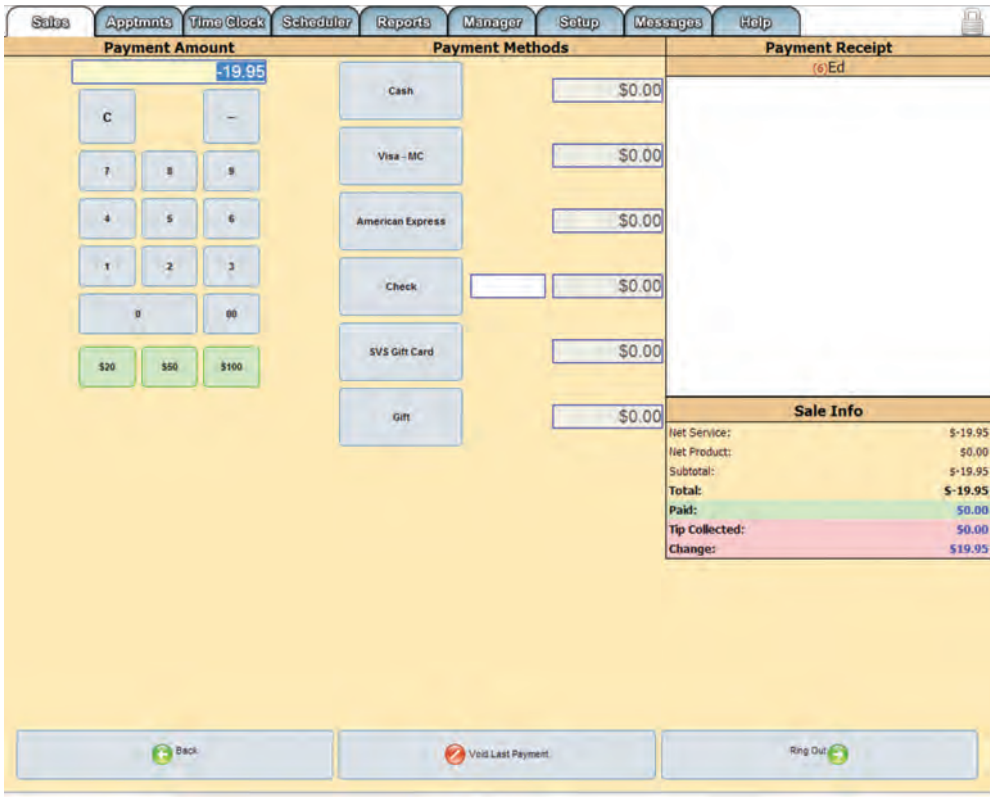


Figure 176 - Refund on Payment Screen

Payment Screen

Check-Out Screen → Pay Now

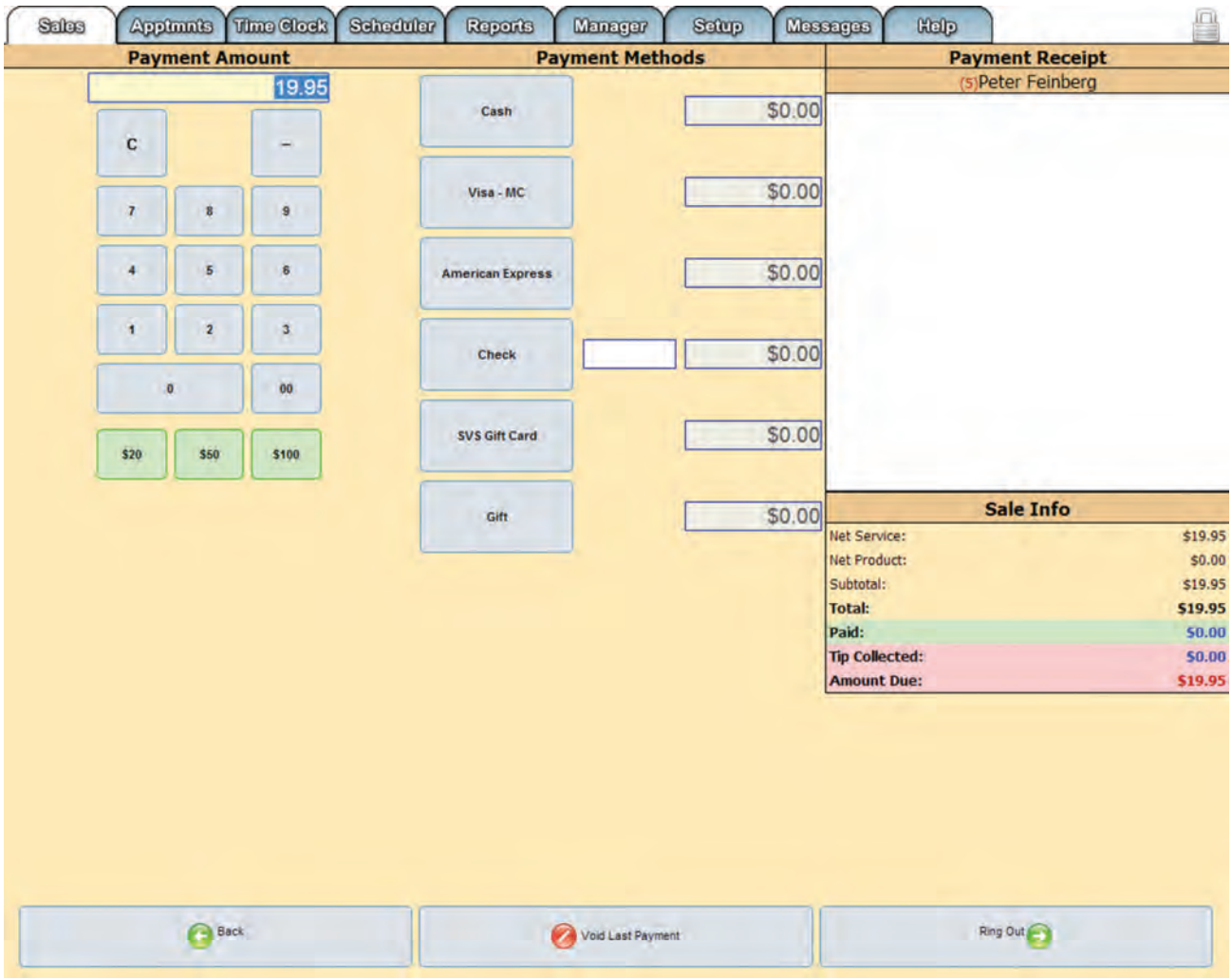


Figure 177 - Payment Screen

The Payment screen first shows you the total due. You can then accept any combination of cash, check, credit, etc. Simply enter in the amount and then select the payment button that corresponds to the type of payment you are receiving. The arrow keys on your keyboard can be used to scroll through the payment types, hit the Enter key on your keyboard to select. More than one payment type may be used.

(For instructions on the payment process using integrated credit card processing, see "Integrated Credit Card Processing" on page 207).

If you make a mistake, you can undo the last entry by selecting the Void last Payment button. When you have added the last payment type, select Ring Out. The receipt will print out, the cash drawer will open, and if Employee Tip Tracking is enabled (Setup Tab → Software Settings → Sales → Tips → Track Employee Tips) the Tip Tracking screen will appear. The Ring Out button will change to Complete Sale. When you are done with the transaction, select the Complete Sale button.

If a lot of your clientele pay with cash, you can set this payment type (or any other) to be the default auto-selected payment (Setup Tab → Payment Methods → Autoselect top payment during ring out).

When a payment is made, simply enter the amount and hit the enter key. It will automatically use the top payment type.

Payment Screen Tip Allocation

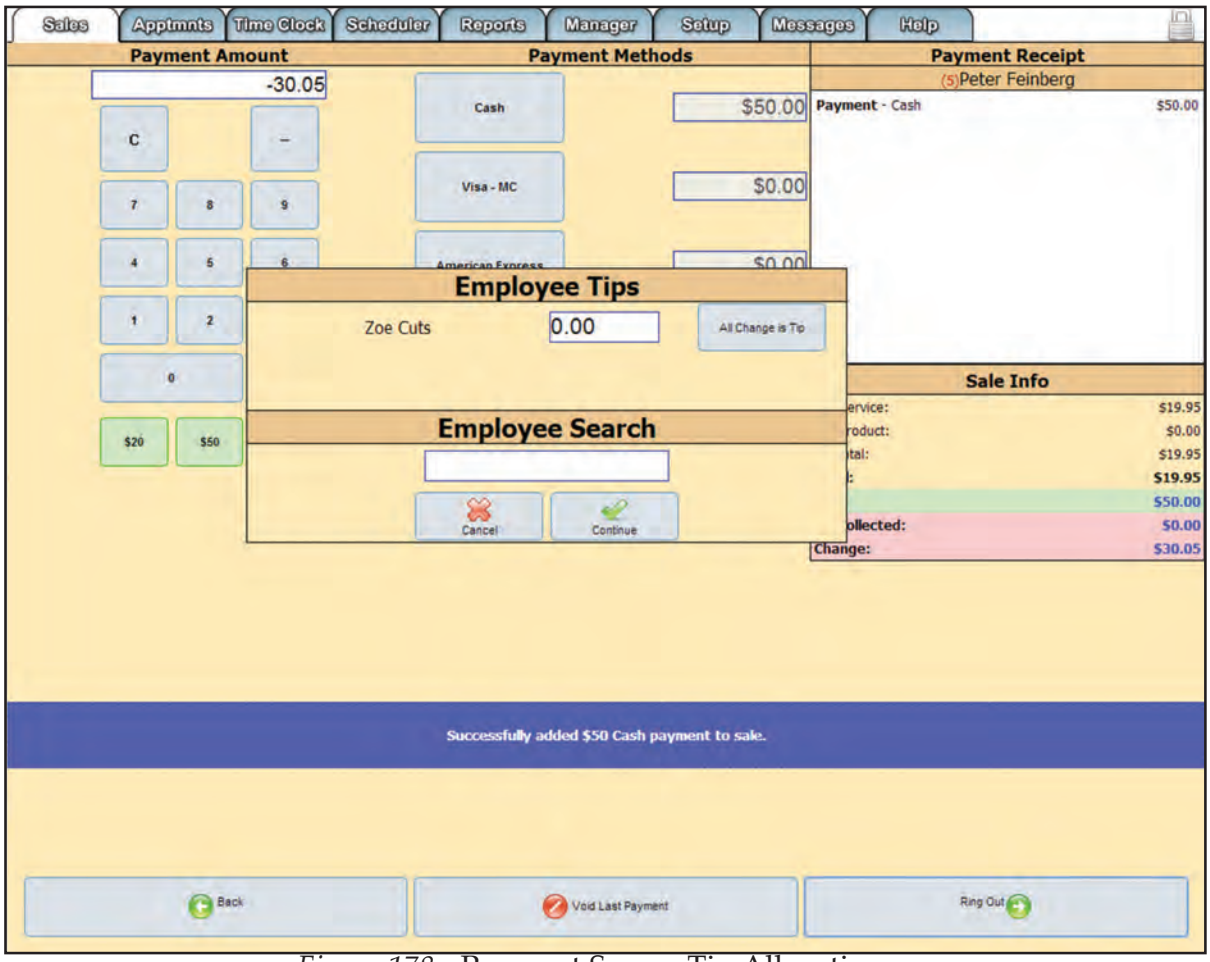


Figure 178 - Payment Screen Tip Allocation

Enter the amount paid, select the payment method, and then select the Ring Out button.

In the Employee Tips popup select Keep the Change or enter a different amount.
To split the tips with other employees, enter part of their name in the Employee Search field. Select the employee then select Keep the Change or enter an amount. Tips can be split evenly by selecting Split Tips. The Employee Tips popup can enabled or disabled in Software Settings (Setup Tab → Software Settings → Sales Tips → Track Employee Tips).

Select the Continue button then Complete Sale. The Payment Receipt shows the amount paid, amount due, net products and service, and taxes along with any change due. To change Receipt printer options go to the Setup Tab → Receipt Printer → Options.

Choose the Void Last Payment and Back buttons to change a payment type or move back a screen. To complete the transaction and return to the Wait/Serve screen select the Ring Out button.

Integrated Credit Card Processing

If your **SuperSalon** software is configured to run integrated credit card processing, the transaction sequence is slightly different.

After the payment amount is entered and a credit card type is selected, the screen changes and prompts for a card swipe. Swipe or enter the card information manually and select the Process button. The screen will then prompt for a tip amount. The merchant copy of the credit card receipt will print with a place for the customer to enter a tip, if desired, and sign. The customer gives the signed receipt back and the amount entered on the tip line is entered into the tip box on the screen. The tip box must have a value entered, if there is no tip, enter a zero. Select Process Transaction, you will be prompted to confirm the transaction total. If correct, select "OK" and the transaction will process. Select the Ring Out button to assign the tip and complete the sale.

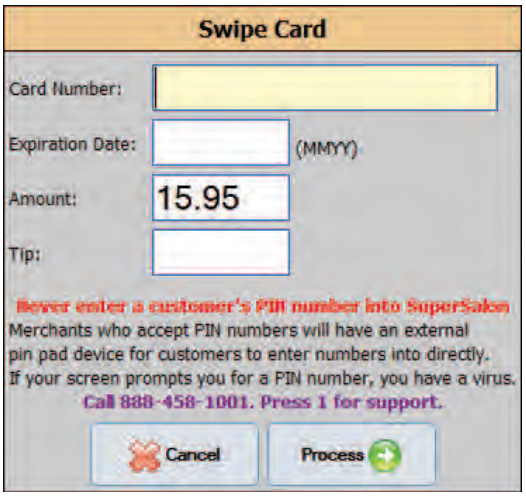

Swipe Card
Card Number:
Expiration Date:
(MMYY)
Amount:
15.95
Tip:
Never enter a customer's PIN number into SuperSalon
Merchants who accept PIN numbers will have an external
pin pad device for customers to enter numbers into directly.
If your screen prompts you for a PIN number, you have a virus.
Call 888-458-1001. Press 1 for support.
Cancel
Process

Figure 179 - Standard Credit Card Prompt

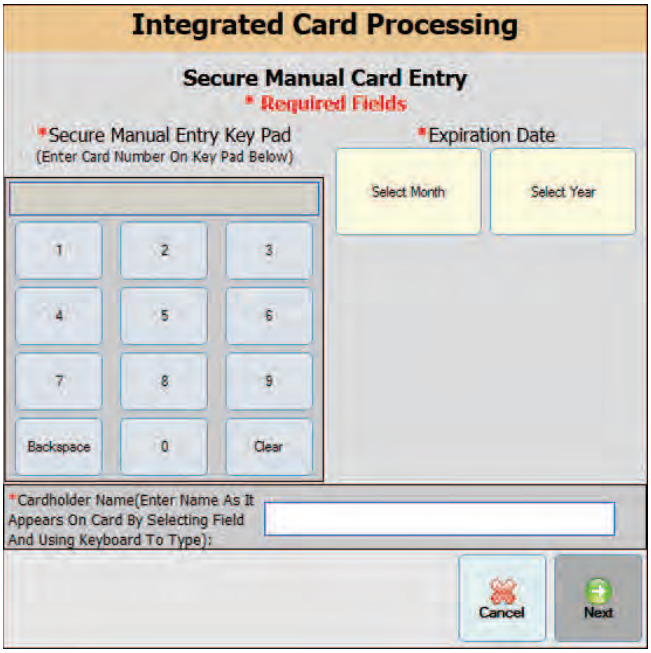


Figure 180 - Monetra Credit Card Prompt

Gift Certificate Redemption

To redeem a gift certificate, select the Gift button on the Payment screen. Enter the account number and change the amount if desired. The Gift account balance is shown. Select the Use Account button and the payment is shown on the Payment Receipt as Payment – Gift. A note is placed at the bottom of the Payment screen noting the gift certificate was successfully used along with the new balance.

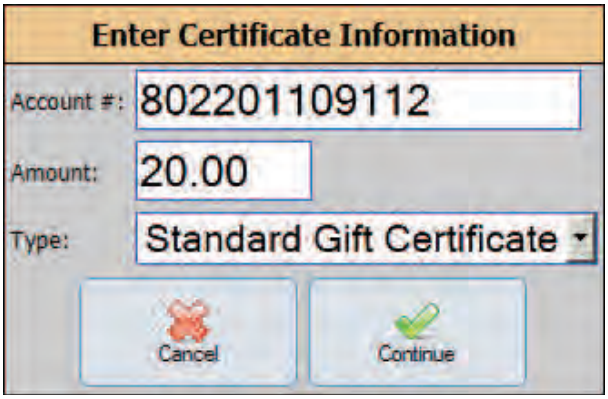


Figure 181 - Gift Certificate Information Prompt

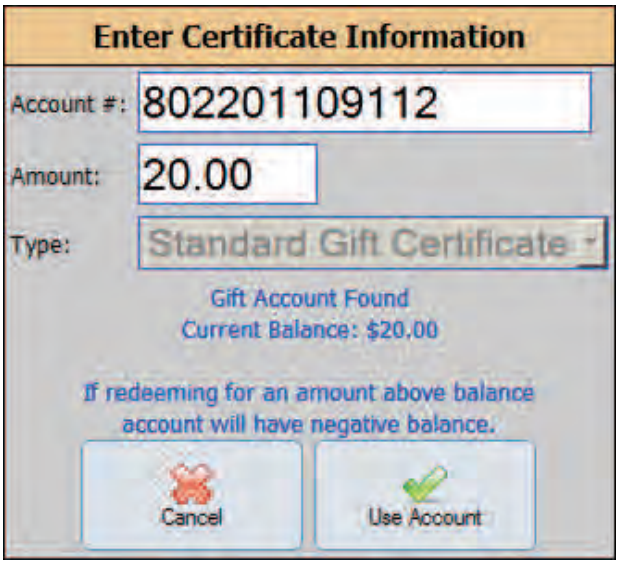


Figure 182 - Gift Certificate Information Prompt (Account Found)

If a customer attempts to pay with a gift certificate and SuperSalon cannot find the account, you will be prompted to allow the transaction and add the account. This override is there in case the certificate was purchased elsewhere. Information about gift certificates can also be viewed under the customer history and under the Reports Tab.

Using Gift Card for Payment

Gift cards must be enabled and configured under the Setup tab. Gift cards are issued and activated in the Card Terminal under the Manager Tab (Manager Tab → Card Terminal).

If the customer is using a gift card for payment, select the Gift button for the Payment Method. The Swipe Card box will pop up. Swipe the gift card (you can also hand-key the card number if no card reader is available or if the card is unreadable), enter the payment amount, and select the Process button. The system will ask you to confirm. Confirm the information entered is correct and select the Confirm button. The system will then process the transaction as it would any other sale

To check the balance on a gift card see page 178.

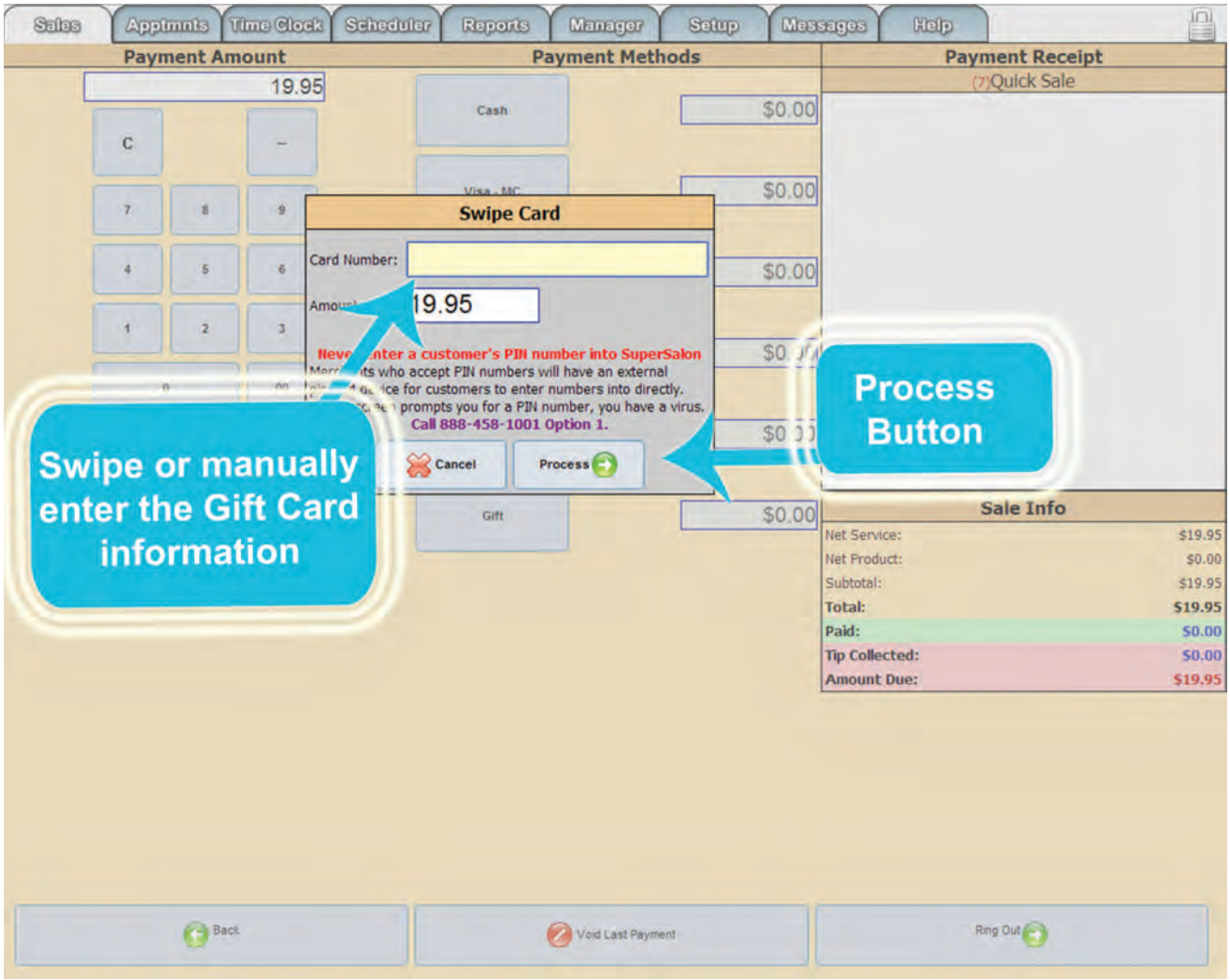


Figure 183 - Gift Card Swipe Payment

Once the system has processed the transaction, the Payment Screen will confirm that the amount was successfully added to the sale and show any amount remaining on the card. Select the Ring Out button to complete the sale.

If the balance on the card is insufficient it will only apply the available amount. Another payment method can be used for the balance.

Performing a Quick Sale

Sales Tab → (Q) Quick Sale

Figure 184 - Quick Sale

Some locations may wish to use **SuperSalon** as a Check-Out Only system. This method offers much less management of data, but is quick and easy, especially for busier locations.

To operate this way, do not check in new customers, instead we recommend using a sign-in sheet or paper tickets to keep track of who is next in line. The only interaction with the computer is to ring-out completed customers.

If a customer is only purchasing a product or you do not wish to track waiting and servicing information, use the Quick Sale button. Since product only customers do not need any waiting or servicing tracking, they should always be treated as Check-Out Only customers.

When a customer is ready to ring out, select the Quick Sale button and select the employee who will be assigned commission for the sale, then enter the customer information and Save. Quick Sale demographics can be turned on or off under the Setup Tab (Setup Tab → Software Settings Marketing → Customer Lookup & Tracking → Tracking Options → Require Quick Sales Demographics). A ticket is created and you will go directly to the Check-Out screen where you can add products and discounts.

Now that you have bypassed that Check In and Serve Next functions, you can complete the sales as you would in the Check-Out process.

Tip: Any customer who is purchasing products only (no services) should be rung out using Quick Sale. This is because there is no need to track wait time, service time, etc.

Quick Sale Multi-Ticket
To make a multi-ticket sale using Quick Sale tickets, select the Quick Sale button and make the first ticket. It will appear in the Check-Out screen ready to ring out. Now, select the Quick Sale button again, and create another ticket. It will be added to the Check-Out screen as a multi-ticket. Complete the sale as described in the Check-Out process in the prior section.

Quick Sale Pre-Pay
For obvious reasons, you cannot "Prepay" a Quick Sale, as Quick Sales are only entered at the time of payment. For this reason there is no need to Pre Pay.

Quick Sale Wait Time and Service Time

The service time and wait time are set to zero and removed from the various averaging calculations. This was designed to minimize the effects on the average cut times, service times, and time between cuts for salons that use both Check-In and Check-Out only methods, and who wish to have meaningful timing data.

Voiding Tickets

Sales Tab → Select Ticket → Red X

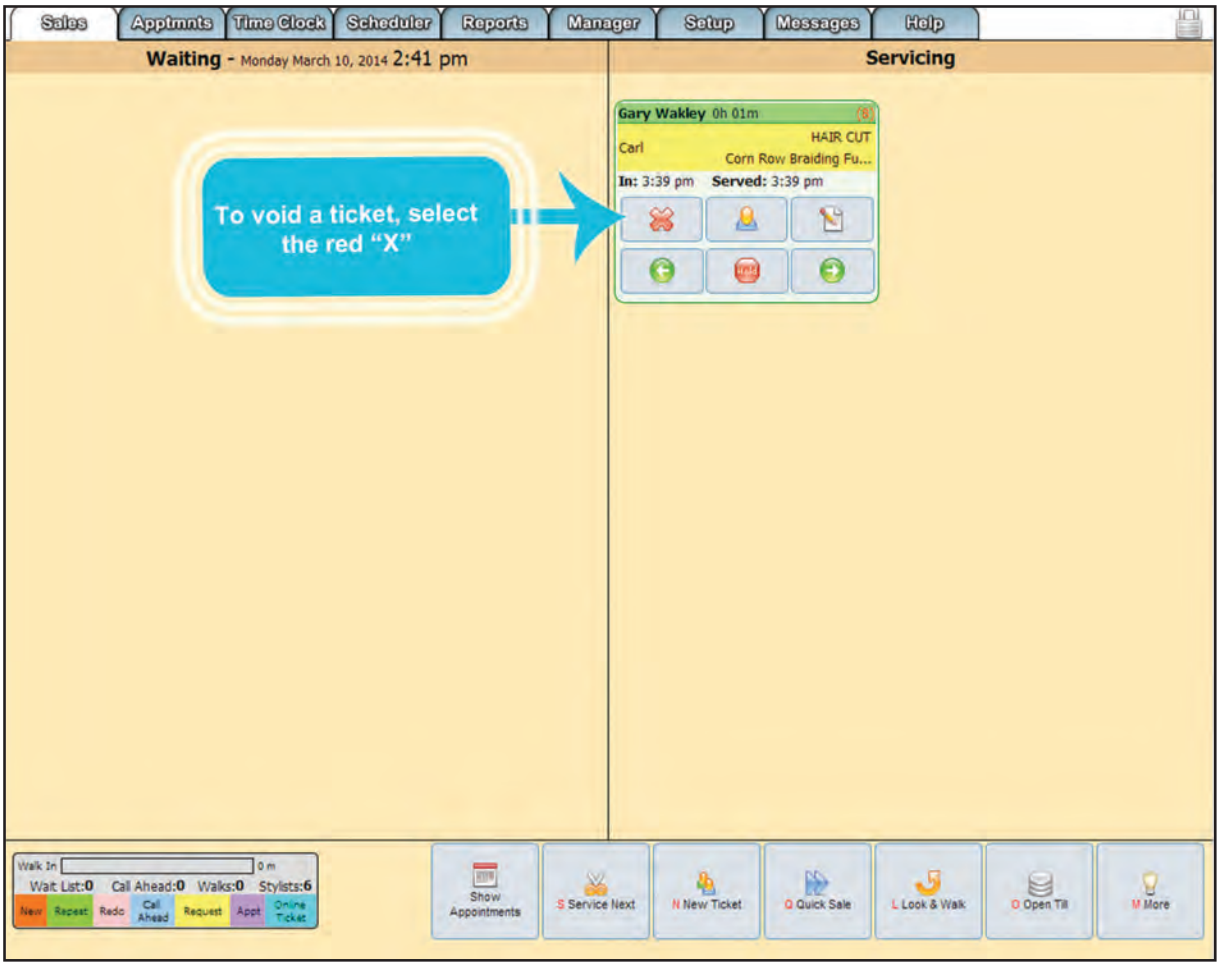


Figure 185 - Voiding a Ticket

If for some reason you need to void a ticket, select the red X on the ticket and then choose a void reason from the popup menu. Void reasons can be added to the void screen by entering them in the void reasons fields at Setup Tab → Software Settings → Sales → Tickets & Sales → Void Reasons.

Figure 186 - Void Reasons

Waiting tickets can be set to void automatically after a preset amount of time; 180 minutes is the default (Setup Tab → Software Settings → Sales → Tickets & Sales → Automatically void waiting tickets after: "_").

If permissions are enabled, you will need to enter a password to void tickets (Setup Tab → Permissions).

The Appointment Tab (Appointment Screen Main View)

Appointment Tab → Main Screen View

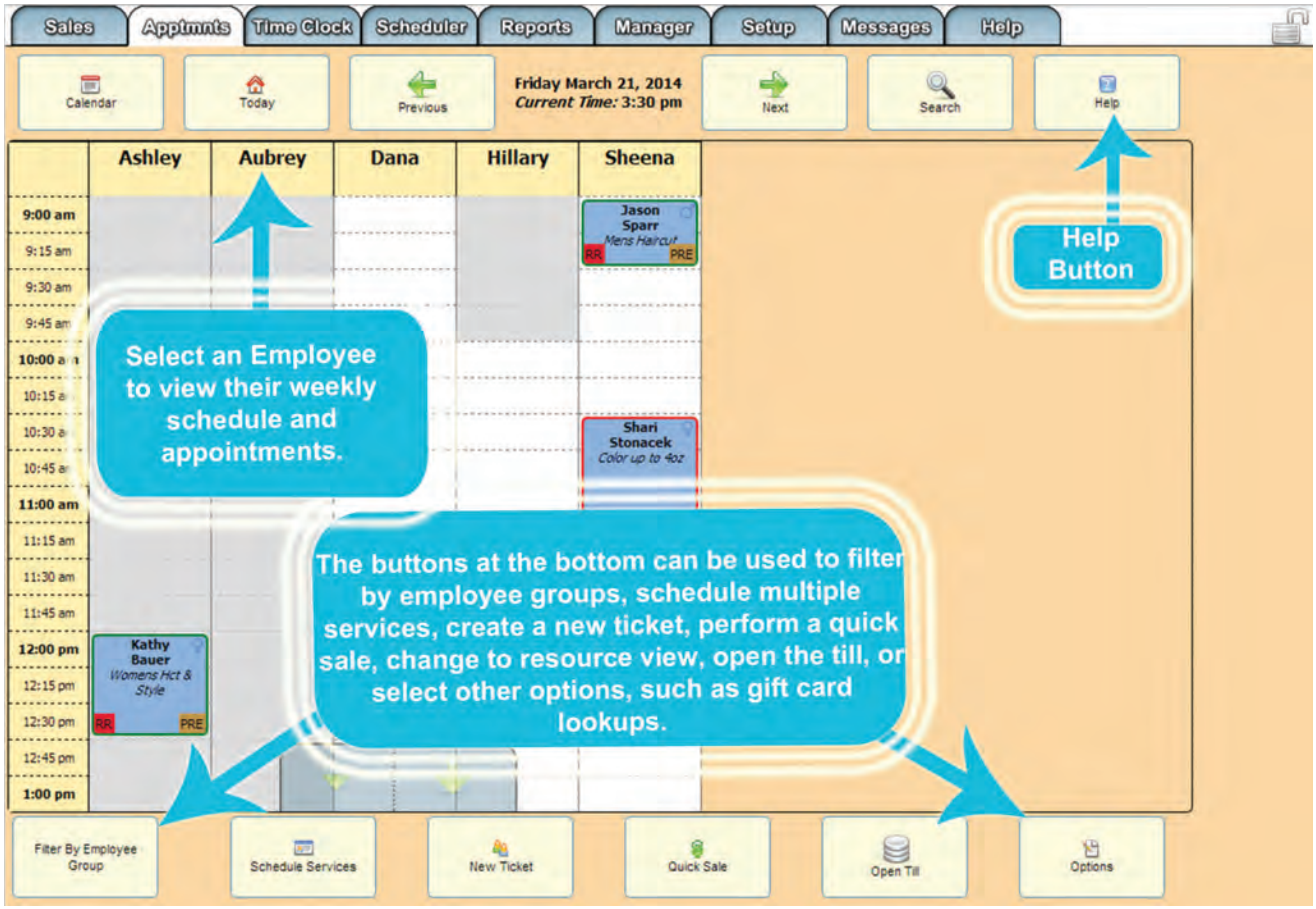


Figure 187 - Appointment Screen Main View

The Appointment tab can be turned off for walk-in only salons. Go to the Setup Tab → Software Settings → System → Appointments → Show Appointment Tab. After disabling or enabling press the F5 key to refresh **SuperSalon**.

The main view screen shows all employees scheduled to work. White blocks represent times employees are scheduled to work. Dark Gray blocks represent unavailable times.

Select an employee to view just their schedule or select the Resource View button to create appointments based on Resources. A Help button is available for instructions.

Select the Options button to Print Itineraries, Check Overbook, etc. Select the Calendar button to view the calendar. Use the Search button to search appointments.

Appointment Screen Resource View

Appointment Tab → Resource View

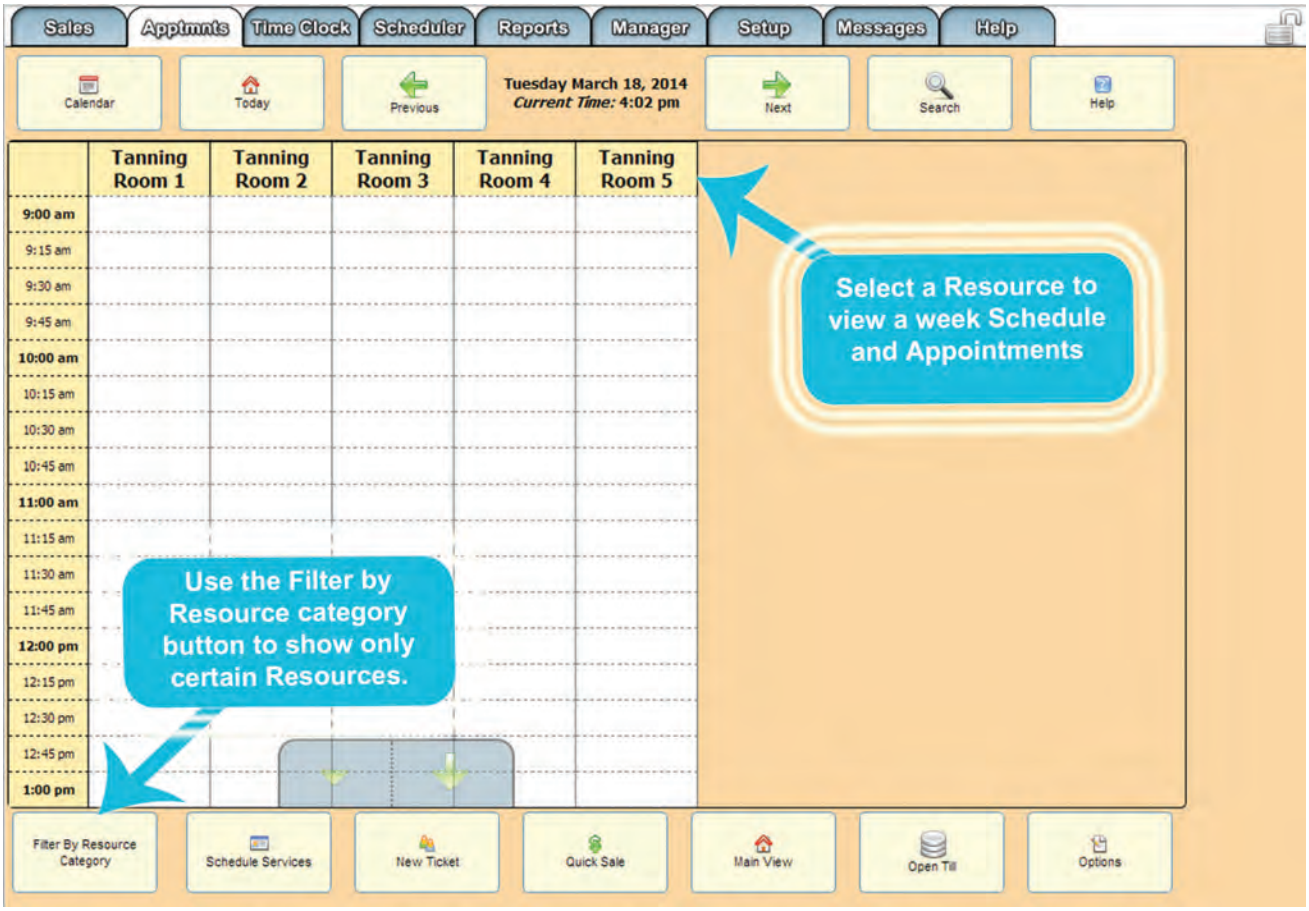


Figure 188 - Appointment Screen Resource View

Selecting Resource View displays all resources. Select The Filter By Resource Category button on the bottom of the page to view individual resources under the selected category. Resources and resource groups are created under the Manager Tab (Manager →Tab Resources → Manage Resource Categories or Manage Resources).

You may need to use the scroll bumpers to view all resources and times. Simply touch the bumper to move the view in the direction of the arrow.

Select an individual resource to view only that resource's appointments for the week.

Appointment Scheduling

Appointment Tab → Schedule Services

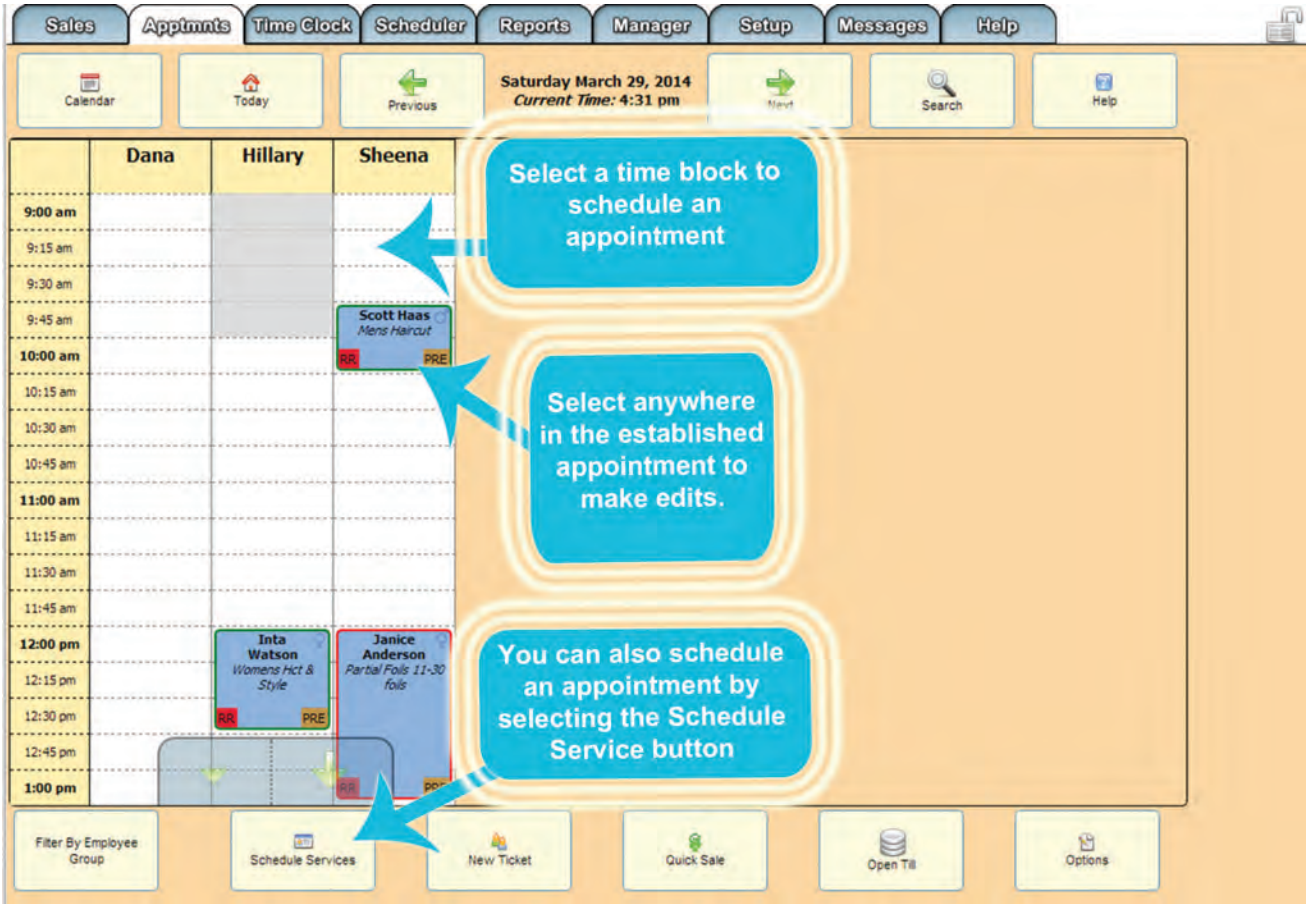


Figure 189 - Appointment Screen

To schedule an appointment, select a time block in a technician or resource column. Select the Block button to black out a time the employee will not be available. A note can be attached to the block.

To schedule a service select the Book Service button. Select the customer using the Customer Search screen then select the Next button.

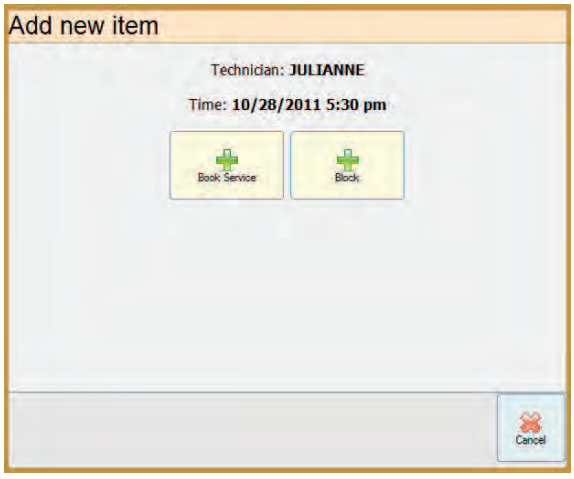


Figure 190 - Selecting a Service or Block

The Select Service Category popup appears. Select a category and then select a service.

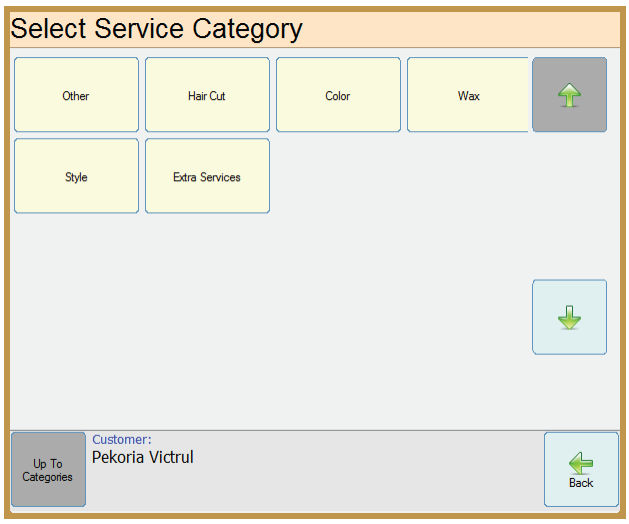


Figure 191 - Select Service Category Popup

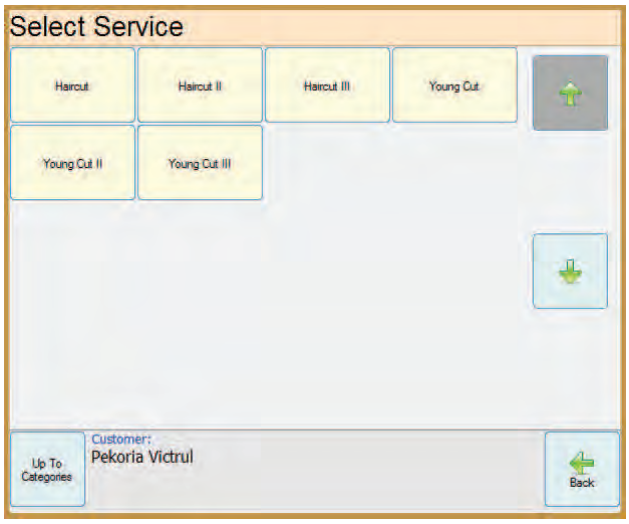


Figure 192 - Select Service Popup

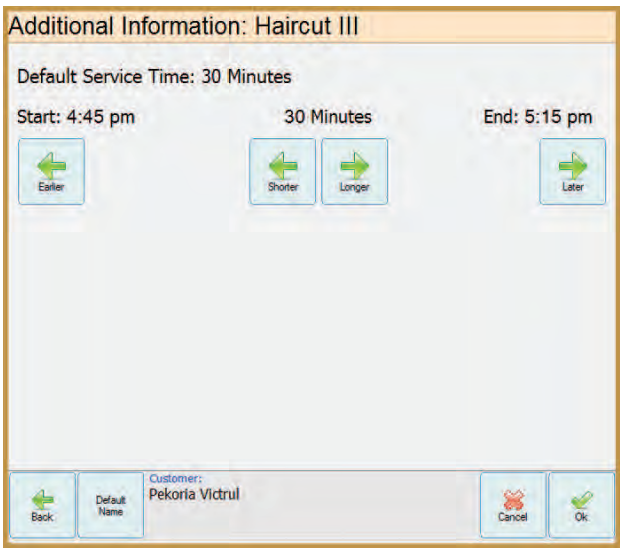


Figure 193 - Additional Information Popup

The Additional Information screen pops up. Depending on your settings you will have the opportunity to change the duration, enter a Request Type, and Customer Source (Setup Tab → Software Settings → System → Appointments → Allow Duration To Be Edited; Track Request Types; Track Customer Sources). Select the OK button.

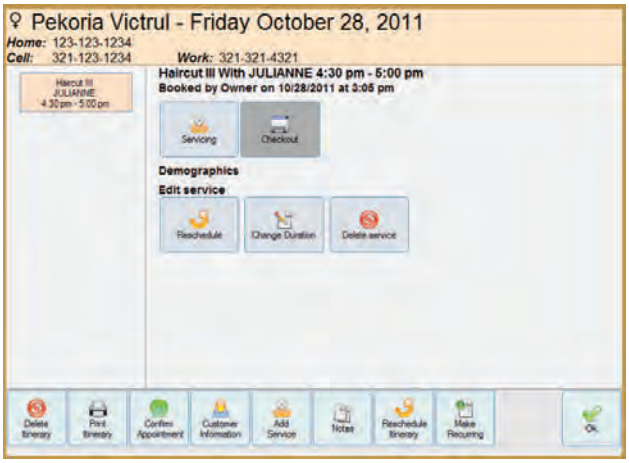


Figure 194 - Post Booking Summary Popup

A post booking summary will pop up if you have this option enabled (Setup Tab → Software Settings → System → Appointments → Display The Post Booking Summary). Select the Ok button to finish creating the appointment.

If you choose to add a service on the post booking summary, select the Add Service button, select the service category and service, and select the Done button. You will be returned to the Appointment screen. You will notice a Now Booking button for the additional service. Select the time block and employee who will perform this second service. Edit the duration, Request Type, Customer source (if needed), and select the OK button. You will be returned to the Appointment screen. The Now Booking button will change to show the added service and stylist who will perform the service.

Select the Done button to bring up the post booking summary again. Select the Ok button to finish creating the appointment.

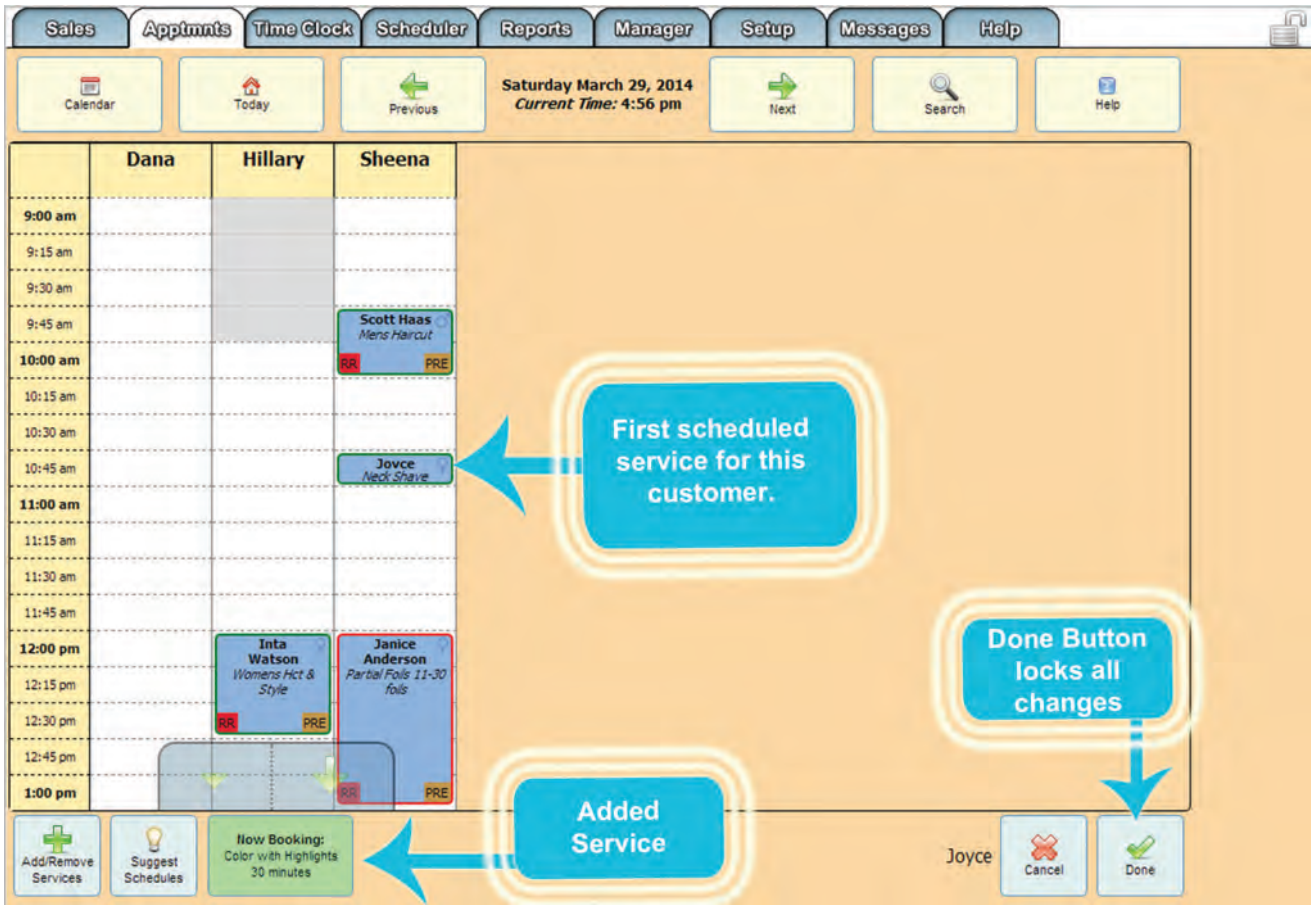


Figure 195 - Appointment Scheduling Screen (Booking Additional Services)

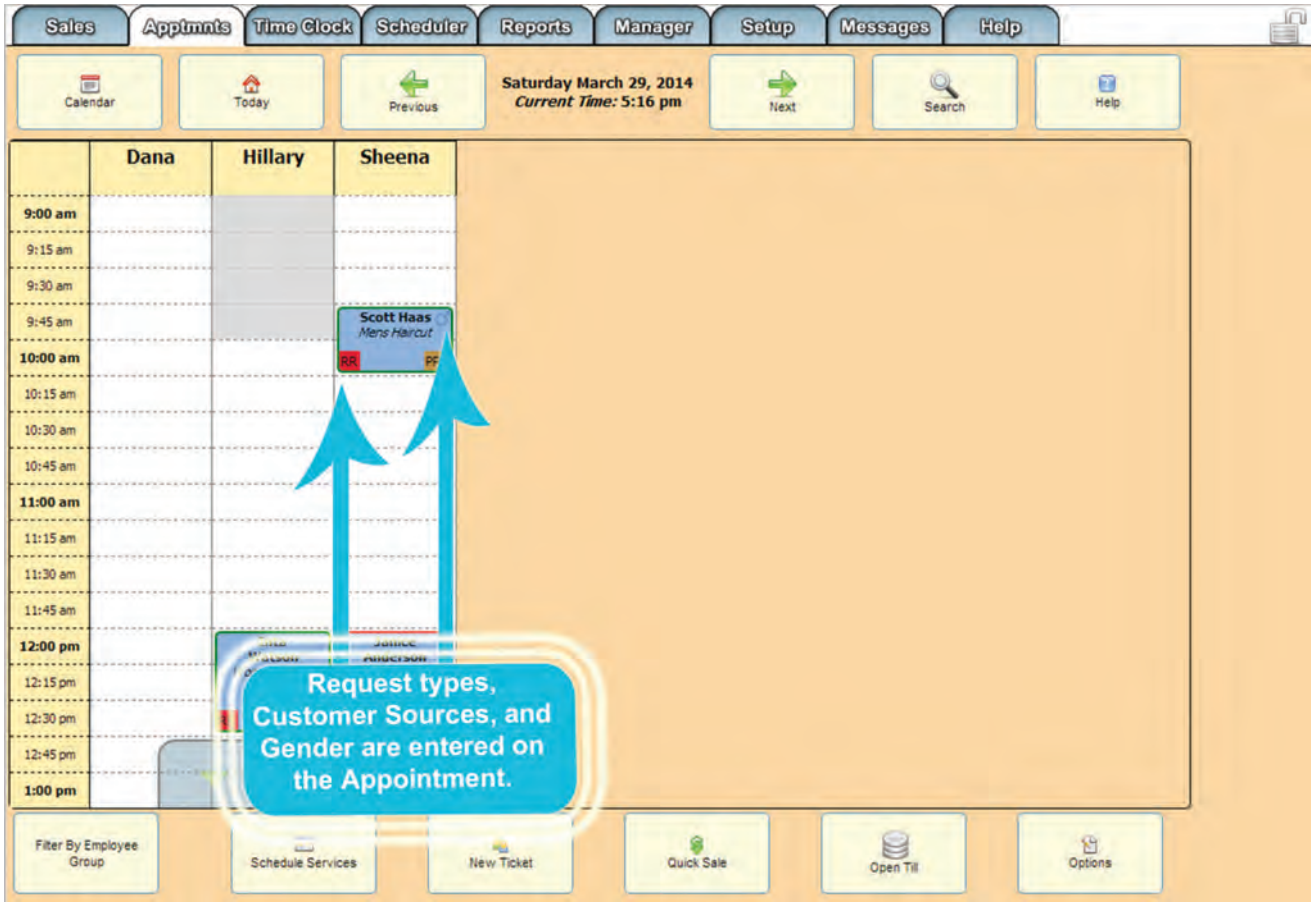


Figure 196 - Appointment Screen With Request Types

An appointment can also be created by selecting the Schedule Services button. Select or add a new customer, add a service or services, and finish creating the appointment as described above. You can also use the Suggest Schedules button to assign the appointment to one or more stylist. Select the Suggest Schedules button, select the employees and select the time using the Select Time Ranges button.

All appointments are color coded. Select the Help button to view a color legend and for instructions on making appointments.

To search appointments, select the Search button. Modify, add services, or view appointment information by selecting the appointment.

Select an appointment to bring up the Appointment Information screen. Select buttons to Reschedule Services, Delete Services, Make Recurring appointments, create Notes, and send the ticket to Servicing, etc.

Show Appointments from Wait/Serve Screen

Sales Tab → Show Appointments

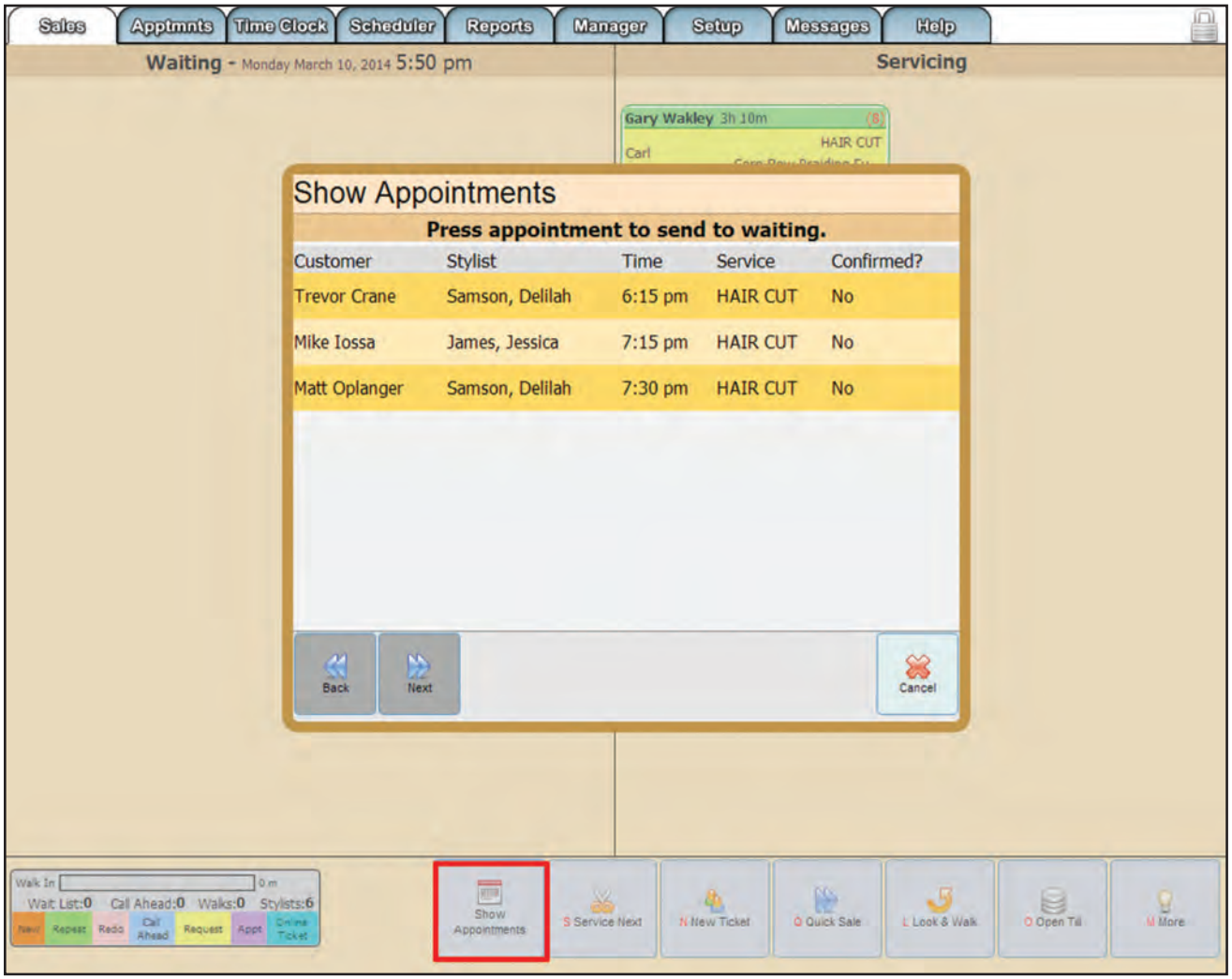


Figure 197 - Show Appointments From Wait/Serve Screen

Select the Show Appointments button to bring up a list of the current days appointments.

When the customer arrives, select their appointment from the list to add them to Customer Waiting.

The Time Clock Tab

Select Employee Screen

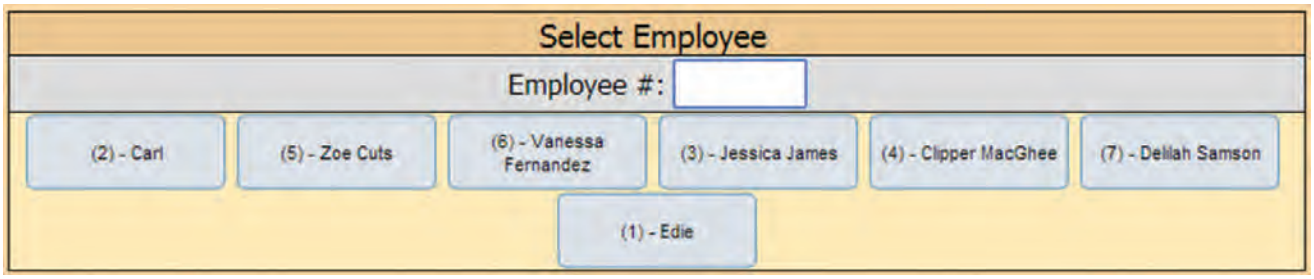


Figure 198 - Time Clock Employee Selection With Password

The initial clock in screen can be set to require a password or not (Setup Tab → Software Settings → System → Time Clock & Scheduling → Require Password for Clock In/Out). Passwords are entered on the Employee setup screen (Manager Tab → Employees → Employee → General Information → Password).

To punch in and out, select the Time Clock tab. Select your name from the employee list or enter your employee ID number and enter your password if required to open he Clock in & Out screen.

If a name is not listed in the employee list, go to Manager Tab → Employees. Check the employee list to see if their name is listed as an Active Employee. If they are not under Active Employees, check the inactive list. If they are not listed, select the Add New Employee button, and enter the employee's information. Make sure you enter their first and last name, and that you check the box under "Performs Services?" if they are a production technician. Select Save when completed. If they are listed as an Inactive Employee they will not show on the Time Clock either.

Clock In & Out Screen

Time Clock Tab → Select Employee

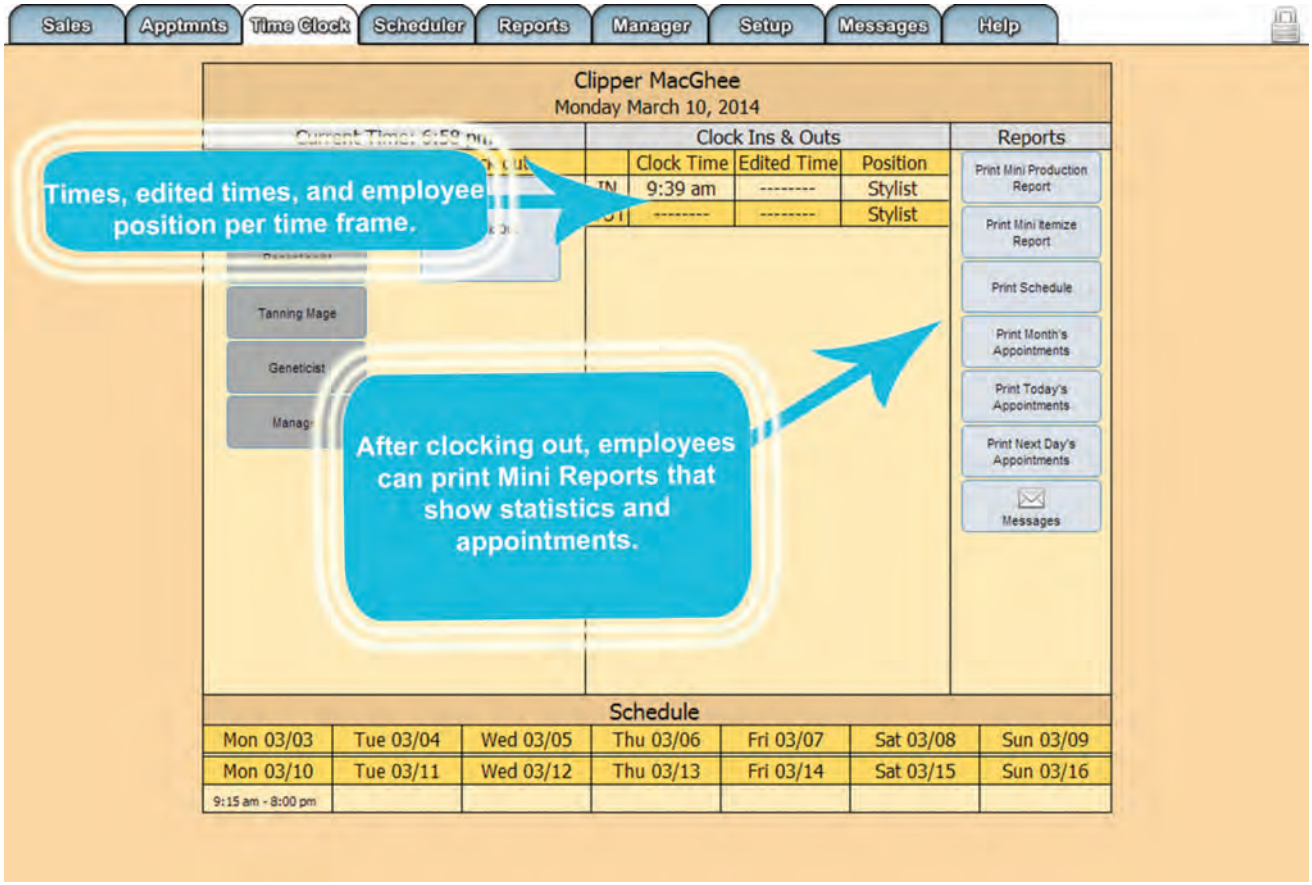


Figure 199 - Default Schedule Time Clock Punch In & Out Screen

There are several options for the Clock In and Out screen (Setup Tab → Software Settings → System → Time Clock & Scheduling → Disable Time Clock Reports; Only Show Employee Position In Time Clock; Schedule Based Time Clock; Default Schedule Screen; Amount Of Time → Allowed To Schedule Outside Store Hours). To clock in, select the button for the position you are working. Positions are set up under the Setup tab. The employee schedule is also listed at the bottom and can be printed by selecting the Print Schedule button.

To punch out, select the time clock tab and select the Clock Out button. Sometimes it is useful to punch in and out during the day as positions are changed to make it easier to keep track of pay for different positions worked. This also keeps production numbers from lowering when stylists do off the floor work such as inventory.

Tips can be added at the end of the day or week on this screen. The Today's Tips number will show any tips already added either on this screen or on the Check-Out screen. The Tips Adjust field can be turned on or off by navigating to Setup Tab → Software Settings → Sales → Tips → Tip Adjustments On Time Clock.

Mini-Reports can be printed on the receipt printer. The Mini Production and Mini Itemize Reports can be disabled by navigating to Setup Tab → Software Settings → System → Time Clock & Scheduling → Disable Time Clock Reports.

The Clock In and Out screen can also be set to show in Schedule View (Setup Tab → Software Settings → System → Time Clock & Scheduling Schedule Based Time Clock).

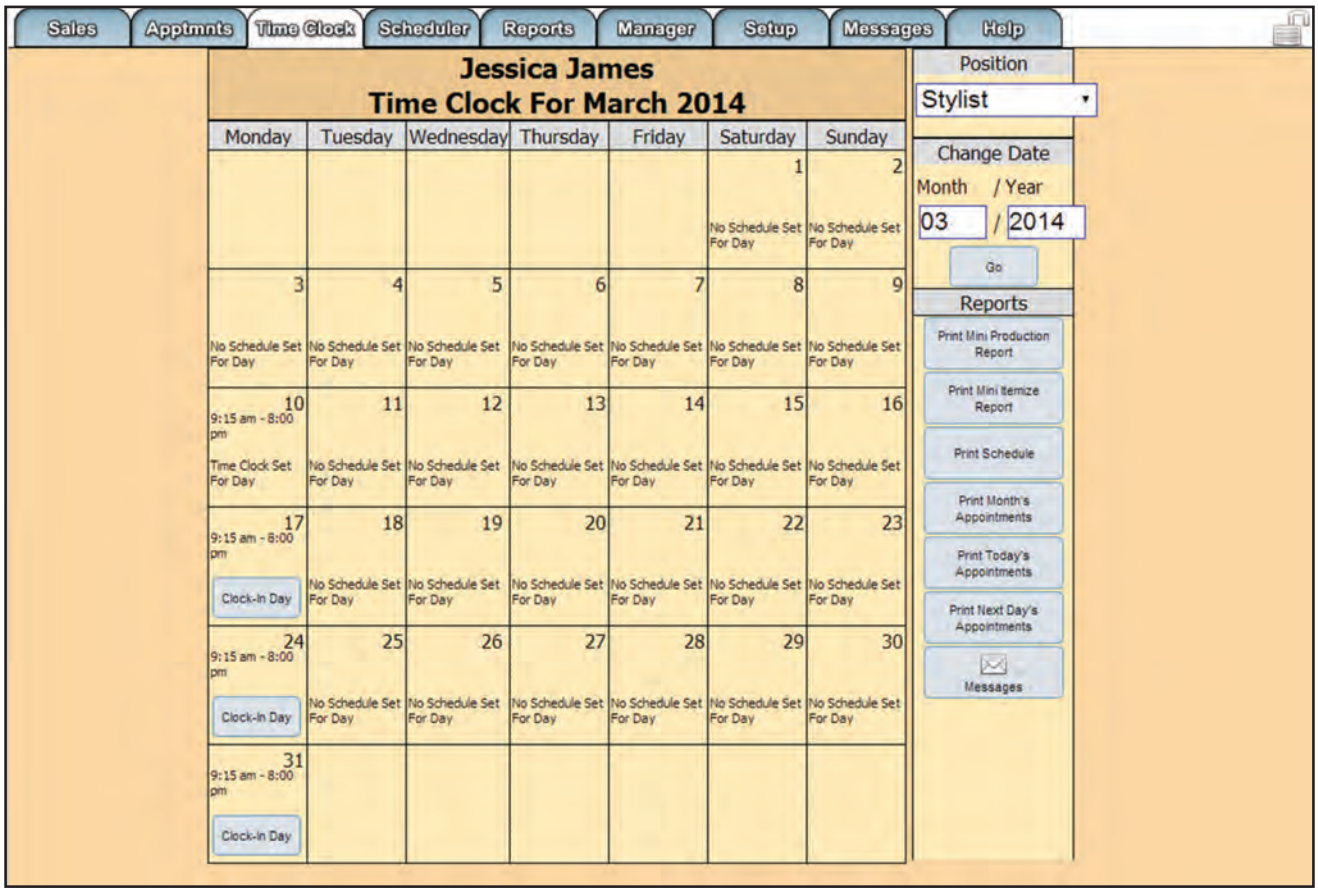


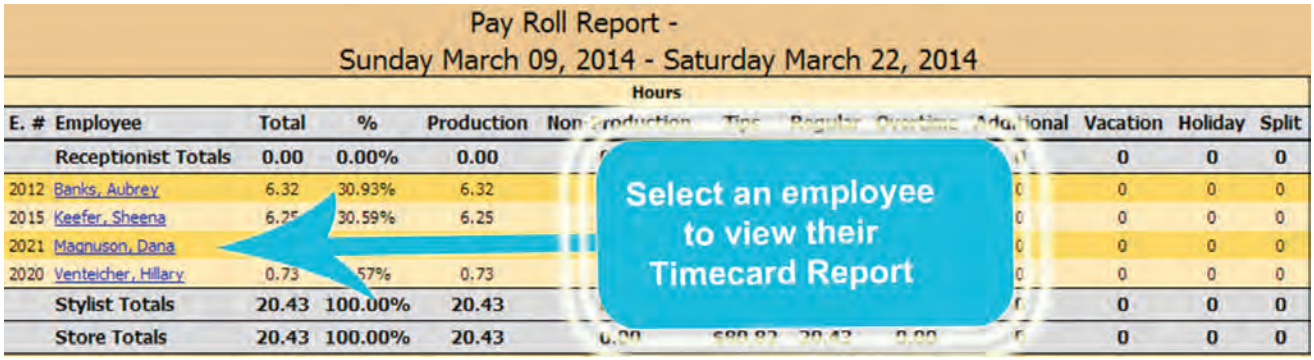
Figure 200 - Schedule Based Time Clock

Editing and Adjusting Time Clock Entries

Reports Tab → Payroll → Timecard or Payroll

The time clock adjustment features can be accessed through the Reports tab on the Payroll reports & Time Card reports.

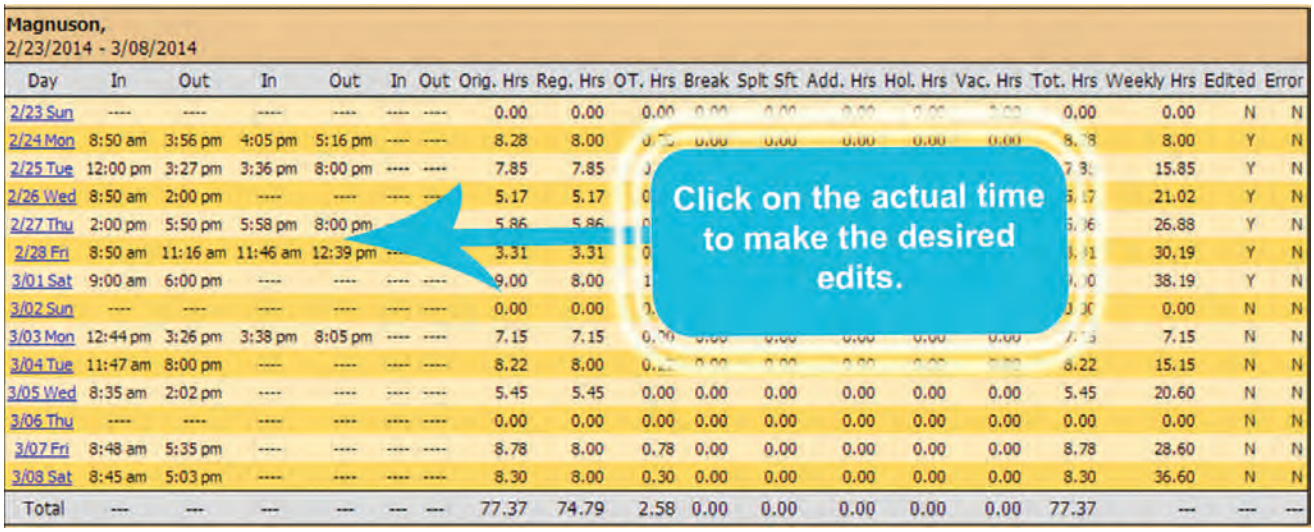
To access the Timecard Report through the Payroll reports go to the Reports Tab → Payroll → Payroll, select a date range and select Generate Report. The Payroll Report will appear. On the Payroll Report select the employee whose time you wish to edit or adjust. Their Timecard Report will appear.



E. #	Employee	Total	%	Production	Non Production	Tips	Regular	Overtime	Additional	Vacation	Holiday	Split
	Receptionist Totals	**0.00**	**0.00%**	**0.00**						**0**	**0**	**0**
2012	Banks, Aubrey	6.32	30.93%	6.32						0	0	0
2015	Keefer, Sheena	6.25	30.59%	6.25						0	0	0
2021	Magnuson, Dana									0	0	0
2020	Venteicher, Hillary	0.73	57%	0.73						0	0	0
	Stylist Totals	**20.43**	**100.00%**	**20.43**						**0**	**0**	**0**
	Store Totals	**20.43**	**100.00%**	**20.43**						**0**	**0**	**0**

Figure 201 - Payroll Report (Adjusting Time Cards)

Another way to access the Timecard Report is to go to the Reports Tab → Payroll → Timecard, select a date range and select Generate Report. The Timecard Report will appear listing all employees. Select the employee whose time you wish to edit or adjust. Their Timecard Report will appear.



Day	In	Out	In	Out	In	Out	Orig. Hrs	Reg. Hrs	OT. Hrs	Break	Split Sft	Add. Hrs	Hol. Hrs	Vac. Hrs	Tot. Hrs	Weekly Hrs	Edited	Error
2/23 Sun	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
2/24 Mon	8:50 am	3:56 pm	4:05 pm	5:16 pm	----	----	8.28	8.00	0.28	0.00	0.00	0.00	0.00	0.00	8.28	8.00	Y	N
2/25 Tue	12:00 pm	3:27 pm	3:36 pm	8:00 pm	----	----	7.85	7.85							7.85	15.85	Y	N
2/26 Wed	8:50 am	2:00 pm	----	----	----	----	5.17	5.17							5.17	21.02	Y	N
2/27 Thu	2:00 pm	5:50 pm	5:58 pm	8:00 pm	----	----	5.86	5.86							5.86	26.88	Y	N
2/28 Fri	8:50 am	11:16 am	11:46 am	12:39 pm	----	----	3.31	3.31							3.31	30.19	Y	N
3/01 Sat	9:00 am	6:00 pm	----	----	----	----	9.00	8.00	1.00						9.00	38.19	Y	N
3/02 Sun	----	----	----	----	----	----	0.00	0.00							0.00	0.00	N	N
3/03 Mon	12:44 pm	3:26 pm	3:38 pm	8:05 pm	----	----	7.15	7.15							7.15	7.15	N	N
3/04 Tue	11:47 am	8:00 pm	----	----	----	----	8.22	8.00							8.22	15.15	N	N
3/05 Wed	8:35 am	2:02 pm	----	----	----	----	5.45	5.45	0.00	0.00	0.00	0.00	0.00	0.00	5.45	20.60	N	N
3/06 Thu	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
3/07 Fri	8:48 am	5:35 pm	----	----	----	----	8.78	8.00	0.78	0.00	0.00	0.00	0.00	0.00	8.78	28.60	N	N
3/08 Sat	8:45 am	5:03 pm	----	----	----	----	8.30	8.00	0.30	0.00	0.00	0.00	0.00	0.00	8.30	36.60	N	N
Total	---	---	---	---	---	---	77.37	74.79	2.58	0.00	0.00	0.00	0.00	0.00	77.37	---	---	---

Figure 202 - Employee Timecard Report (Adjusting Time Cards)

The time card adjustment is very fast. All days in the pay period are listed. You can quickly edit an entry and go to the next. This is a very efficient way to fix time card errors prior to pay day.

Permissions can be set to deny access to these reports. This method allows protection from employee tampering.

If an employee forgets to punch in or punch out, a red line indicates an error. Select the line to pull up the Timeclock Adjustment screen. The helper will display the closest time possible to what the actual punch in or punch out time would have been.

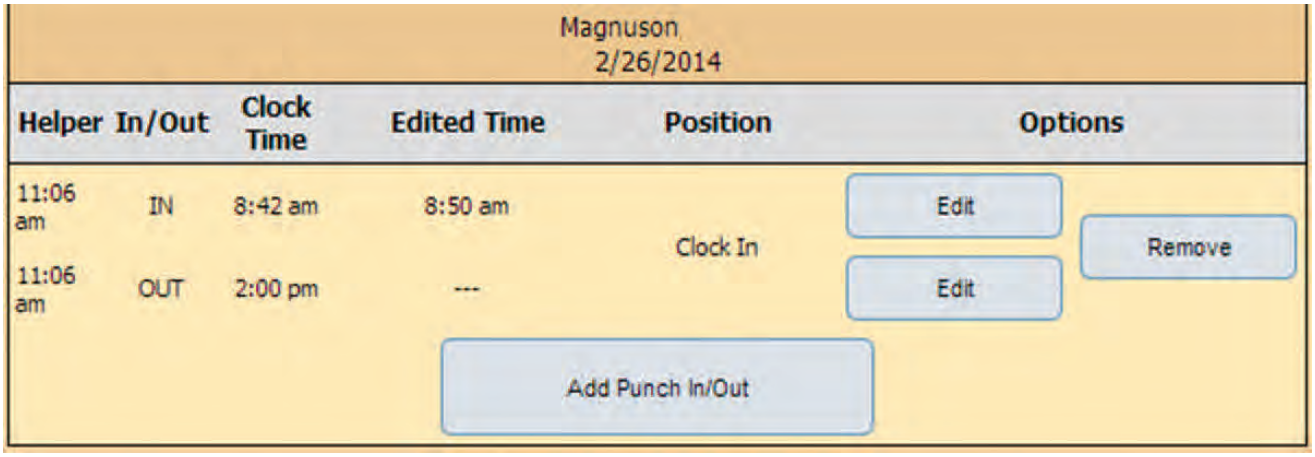


Figure 203 - Timecard Report Helper

Tip: The Timeclock Adjustment screen has many features. A helper screen shows when an employee's first interaction and last transaction occurred. This is very helpful if they forget to punch in or out, or if you suspect that they are staying on the clock too long. On this screen you can edit existing entries (times or position worked) and you can add new entries. You can also adjust Off Floor Hours as well as add Additional Bonus Amounts.

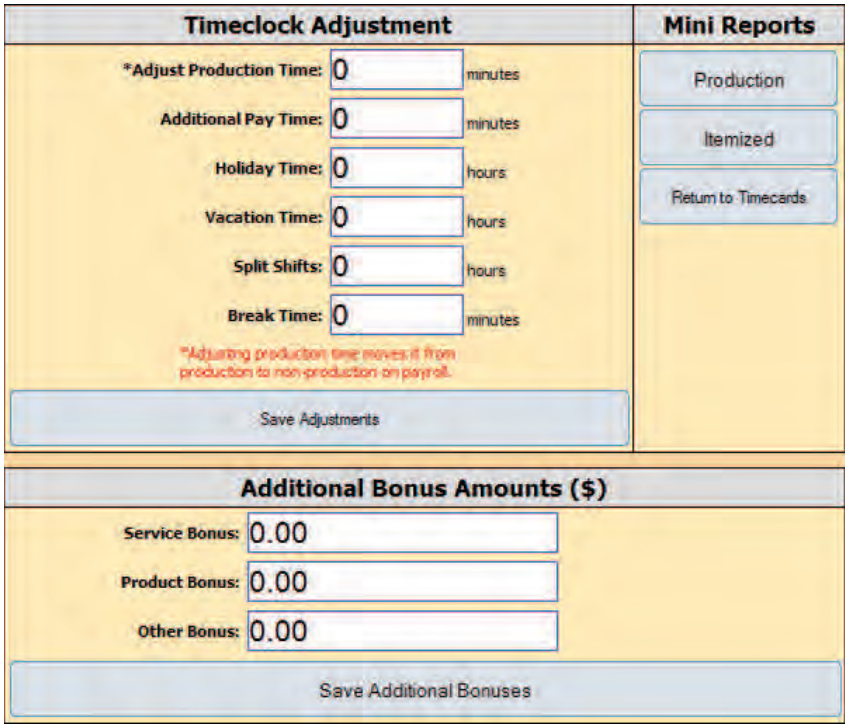


Figure 204 - Timeclock Adjustment Screen

The Scheduler Tab (Employee Scheduler)

Scheduler Tab → Employee Time Block

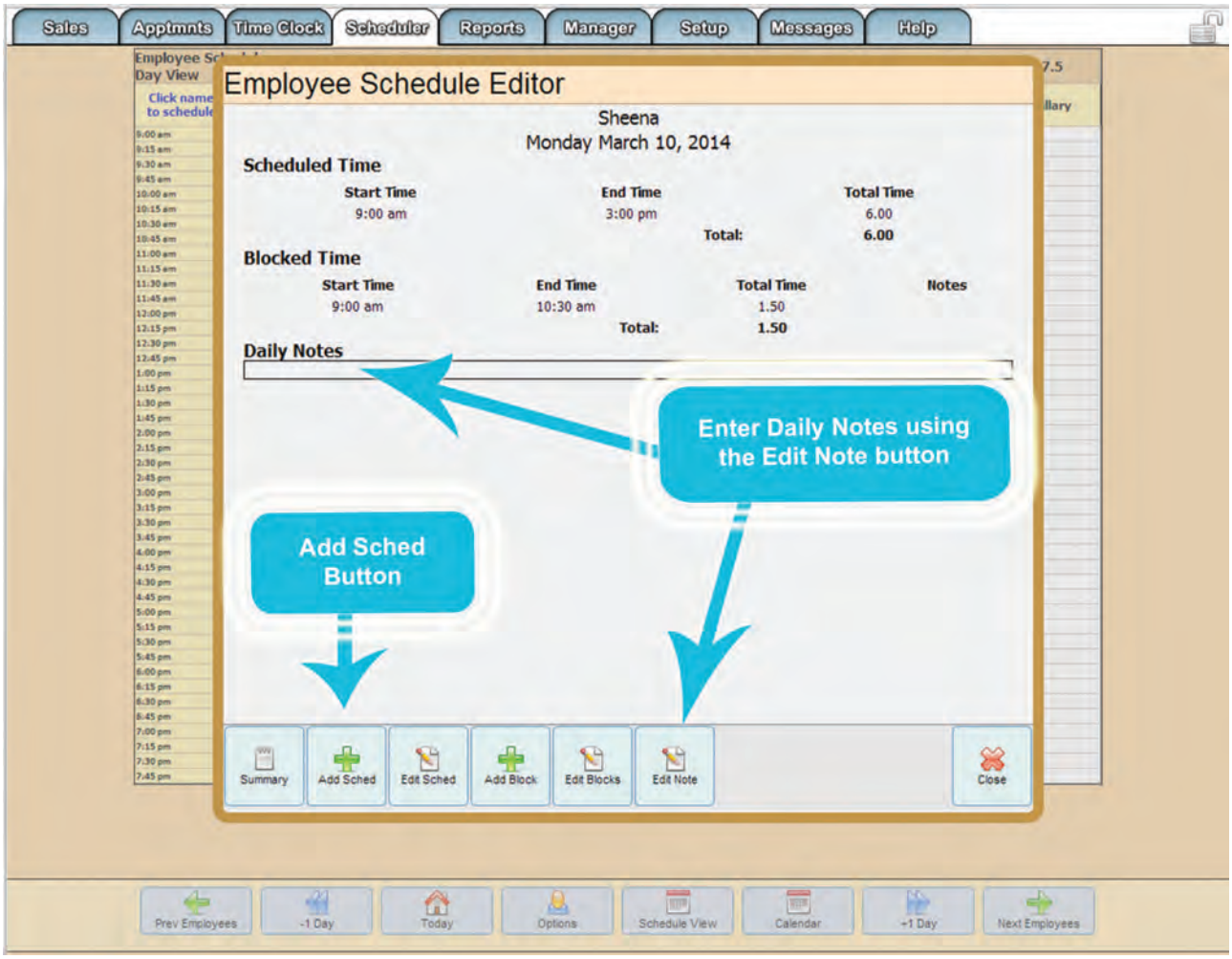


Figure 205 - Creating a Schedule

The Scheduler tab can be turned on or off by going to Setup Tab → Software Settings → System → General → Show Scheduler Tab. After disabling or enabling, press the F5 key to refresh **SuperSalon**. If disabled, it will still be available at Manager Tab → Employees → Employee Scheduler. The default view of the Scheduler can be set to be Day View or Week View by navigating to Setup Tab → Software Settings → System → Time Clock & Scheduling → Default Schedule View.

You can use the Edit Notes button to add notes to the employee's schedule. Click anywhere under the Employee's name to view the notes.

To schedule an employee, select the box that corresponds to the start time. The Employee Schedule Editor pops up. Select the Add Sched button.

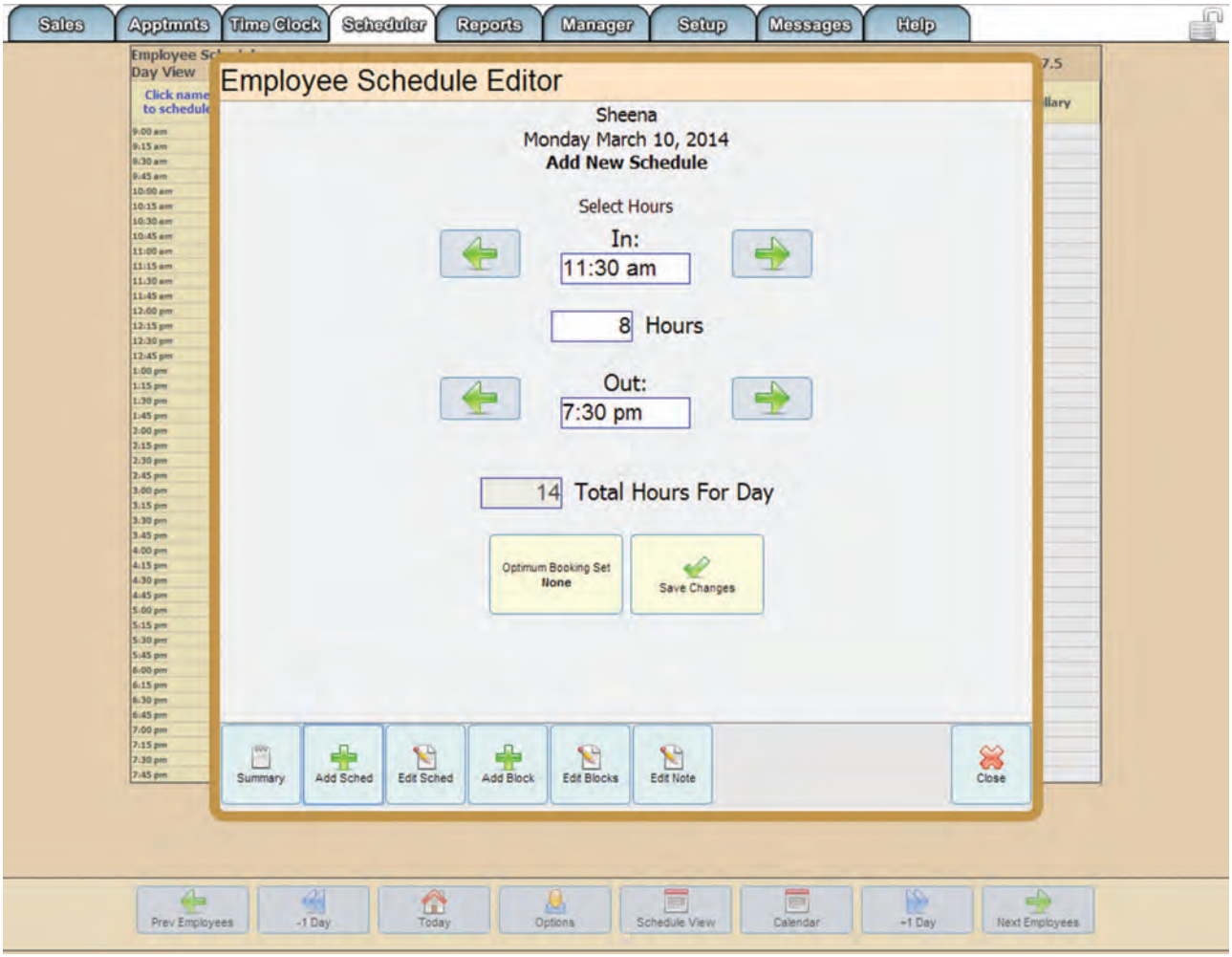


Figure 206 - Employee Schedule Editor

Adjust the time as needed by entering or using the left or right arrows as needed. Select the Save Changes button to save. Moving the "In" hours adjusts the entire block. Moving the "Out" hours only adjusts the out time.

Use the Edit Sched button to change an existing schedule. Use the Add Block button to add blocks of time that will show on the Appointment screen. For example, the employee could have a doctor's appointment and you want to make sure no one schedules an appointment during that time. Use the Add Block button to enter the time and reason.

SuperSalon assumes you will only be scheduling employees within store hours. If you would like to enable the ability to schedule outside of store hours, navigate to Setup Tab → Software Settings → System → Time Clock & Scheduling → Amount Of Time Allowed To Schedule Outside Store Hours and enter the time allowed in minutes.

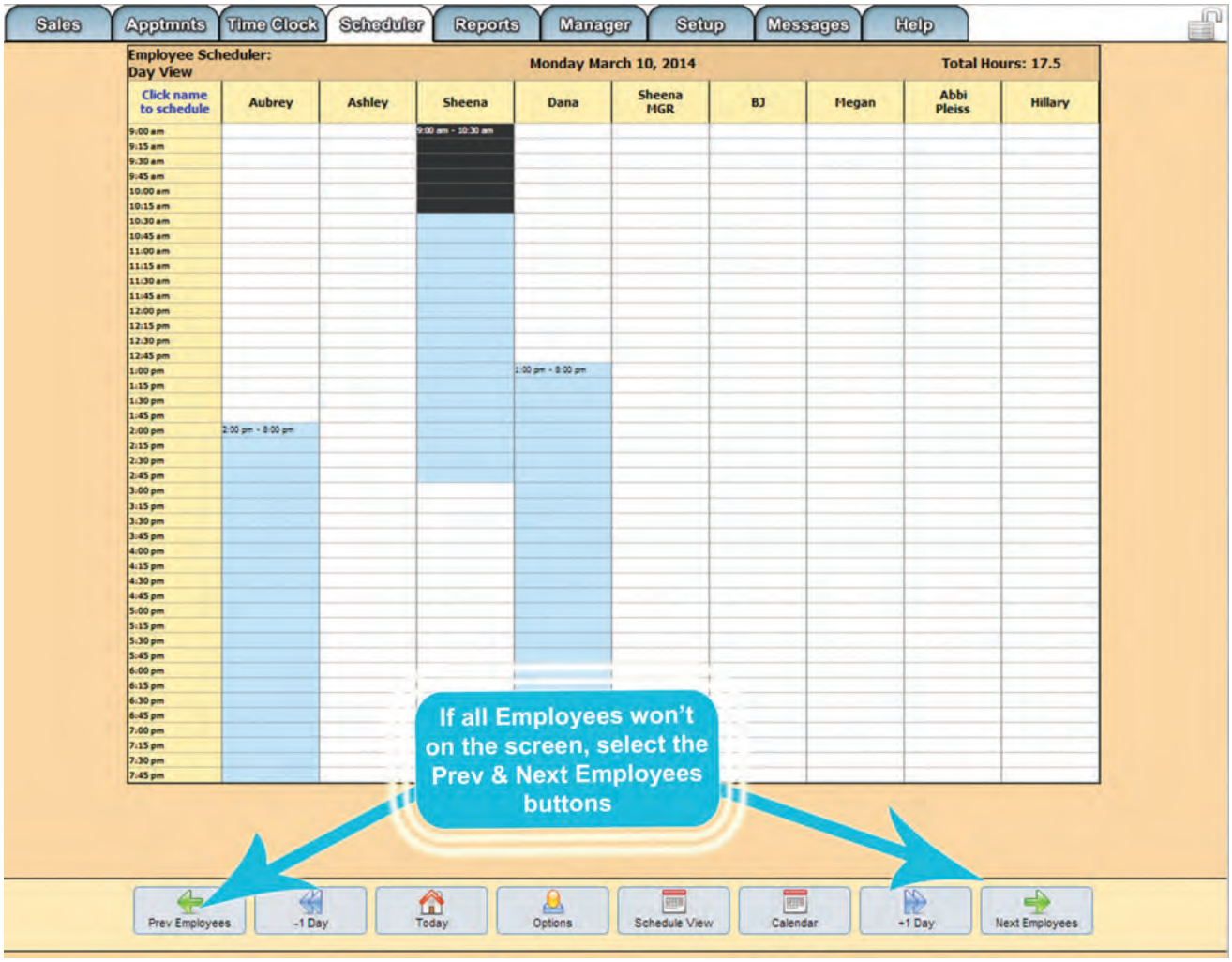


Figure 207 - Employee Scheduler Week View

If all employees won't fit on the screen, use the Prev Employees and Next Employees buttons to view more employees.

Use the Calendar button to go to a different day or use the +1 Day and -1Day buttons to move just one day. The Today button will always bring you back to the current day

Select the Options button on the Day View Scheduler to Search, View or Copy All schedules. Choosing Copy All allows you to copy all the schedules for up to 12 weeks or 12 months. Use the Copy button on the Week View to copy.

You can also create a schedule for individual employees by selecting their name to bring up a week view.

The Messages Tab

Messages Tab Main Screen

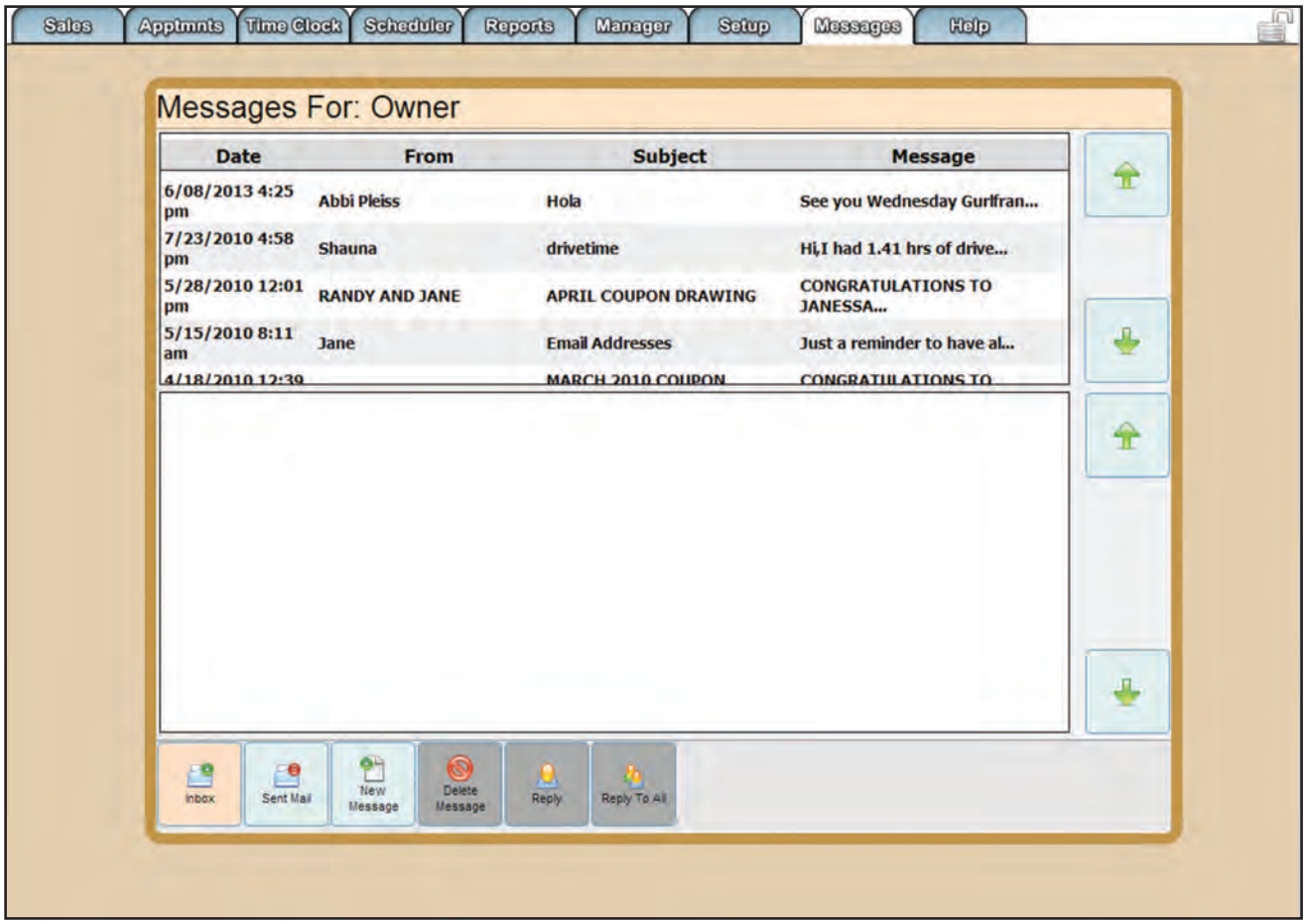


Figure 208 - Messages Tab Main Screen

The Message tab allows you to send a message between the salon POS system and your I-Office account. Messages are sent and received each time an upload takes place. The main screen lists any messages you have received.

Messages can be sent directly individuals, groups of individuals, and to multiple stores. You can also set messages to be required reading. If messages are set to required, the employee will not be able to clock in or out until the message is read.

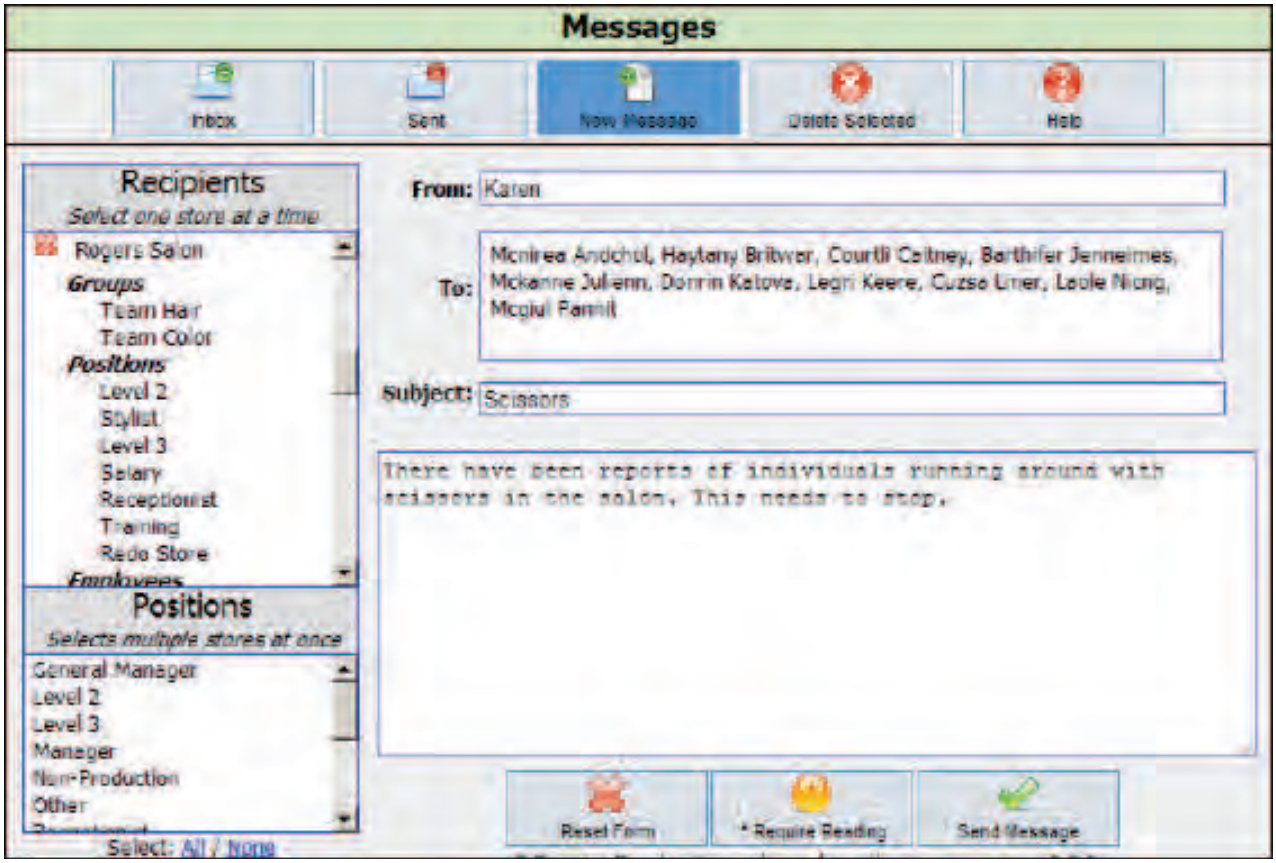


Figure 209 - Messages Screen in I-Office (Under the Setup Tab in I-Office)

Messages sent to individuals or position groups will show on the Time Clock screen.

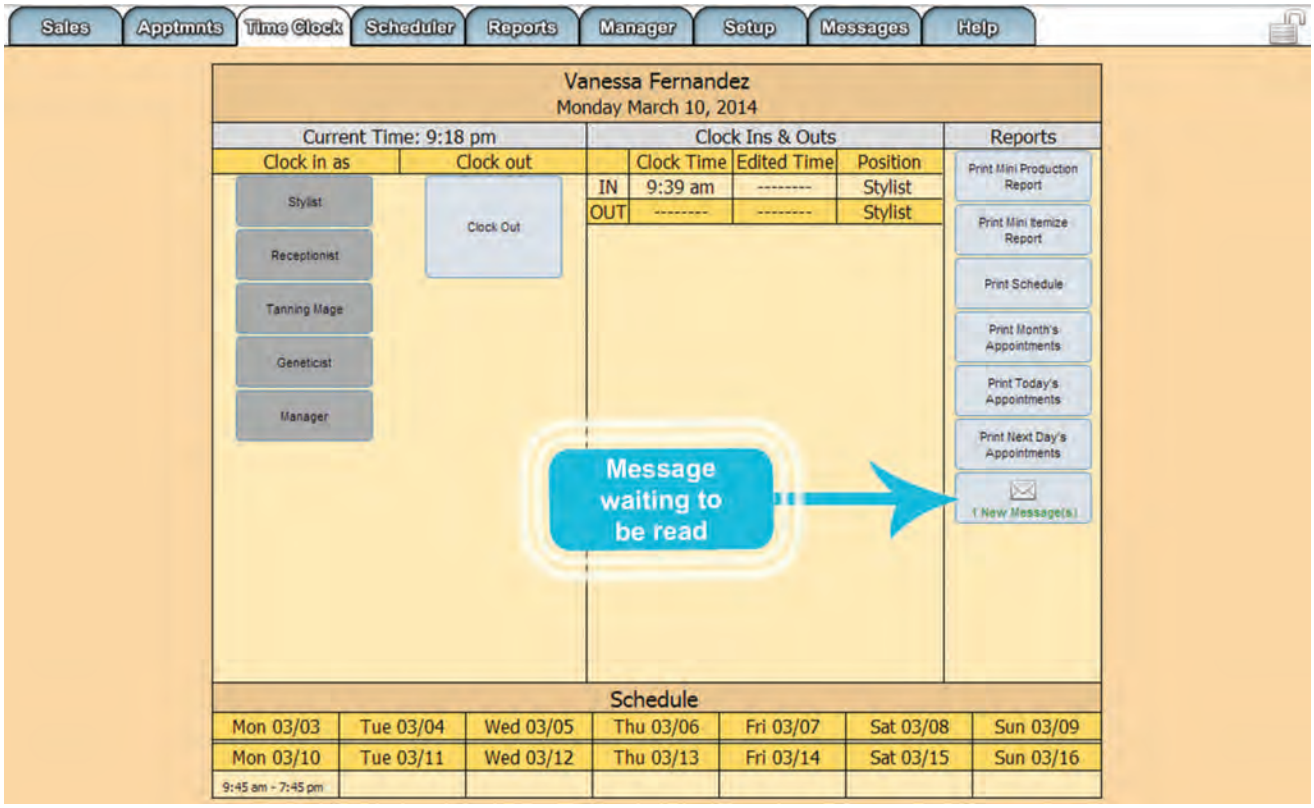


Figure 210 - Message Waiting on Time Clock Screen

To reply to a message just select the message and choose the Reply or Reply To All button. Enter your message and select Ok.

If sending a message from the Message Tab, select the New Message button, enter a subject, select the recipient, and then select the OK button.

Your message will be sent with the next upload.

The Reports Tab

Reports Tab Main Menu

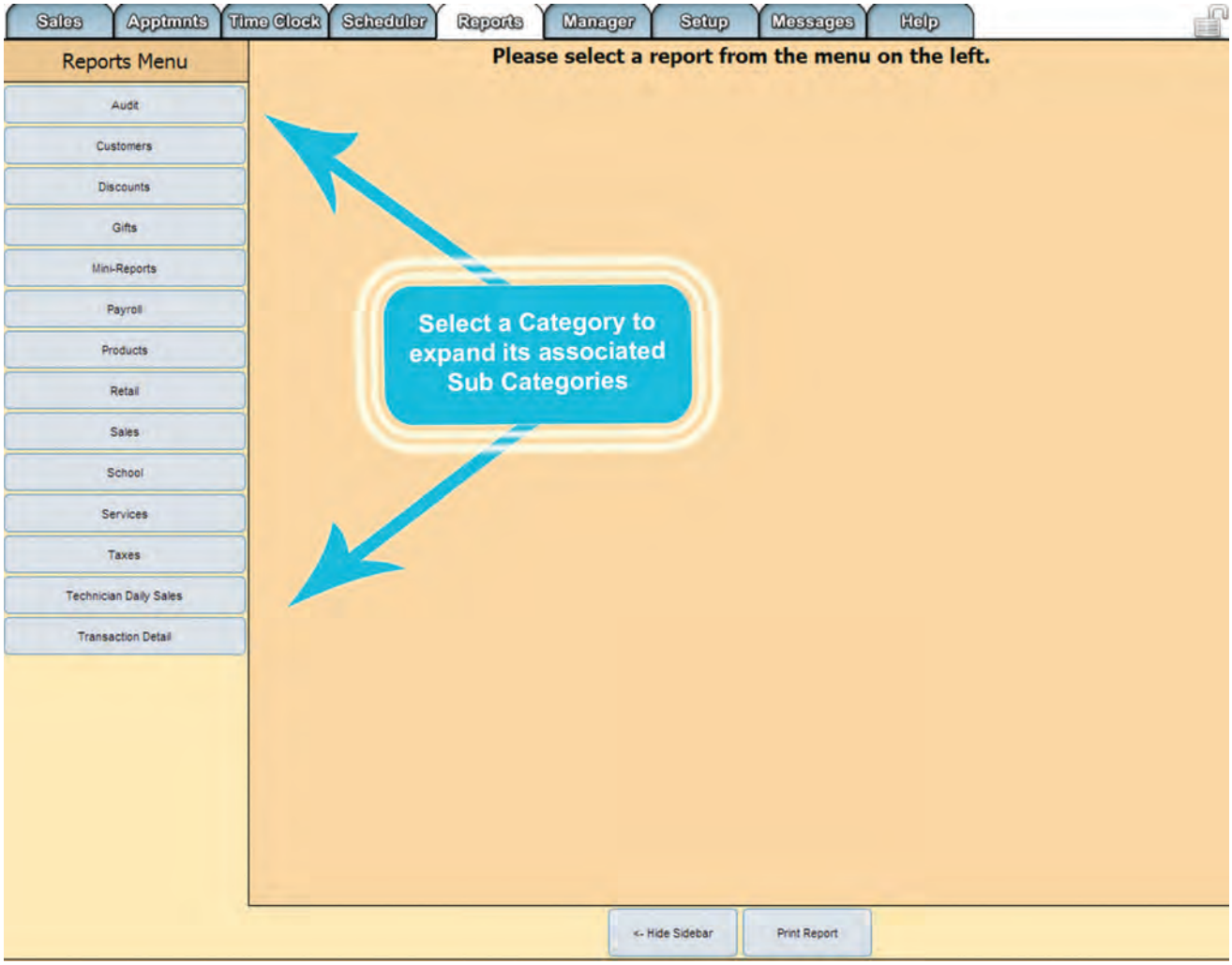


Figure 211 - Reports Main Menu

When you select a category button a sub-menu for that category will open. All reports can be printed on a conventional printer except the Mini-Reports which are designed to print out of a receipt printer.

Almost all of the data entered into the system can be retrieved via one of the many reports **SuperSalon** has built in to assist with the management of your business. Reports can be used to check your inventory counts, handle payroll, find out which services or products are selling more than others, compare employee performance results, and even to find out what customer demographic visits your location the most.

In order to ensure accurate data is presented, it is important to make sure that the system has been set up properly following the instructions outlined elsewhere in the manual.

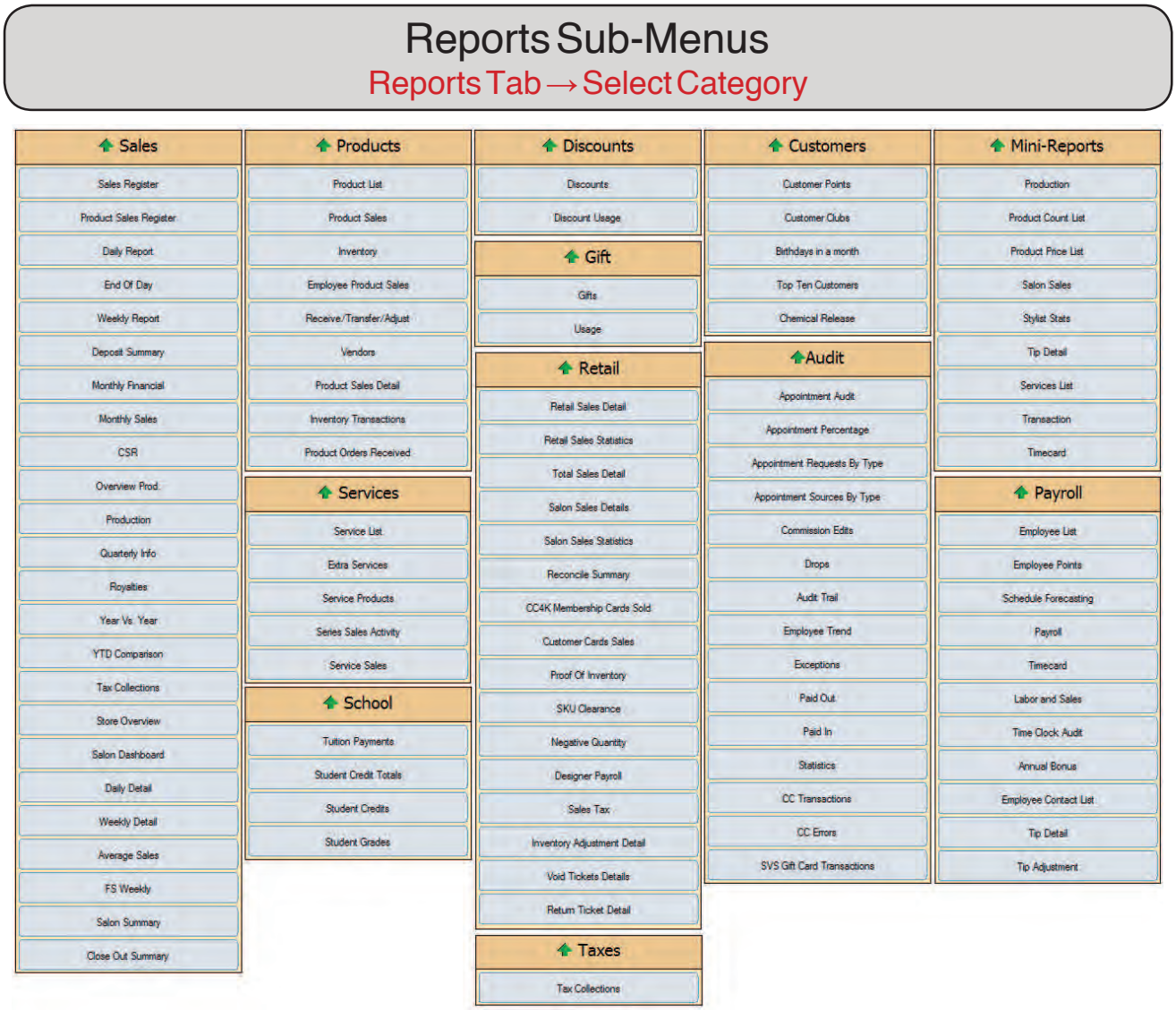


Figure 212 - Reports Sub-Menus

Each category has sub-menus with reports that pertain to the category. Select the category first and then select the report with any of the available modifiers to bring up the information requested.

Due to the large number of reports available in **SuperSalon**, there may be some that overlap in functionality. Except in circumstances where the report specifically allows you to do otherwise, all of the figures (such as Net and Gross) presented in the reports are calculated the same way.

Report Terminology

A Listing of the Different Terms Used and Their Meanings

While SuperSalon has a significant number of reports available, most of them contain the same basic information or variation thereof. The major differences between the reports is mostly cosmetic, or in other words, how the information is presented and what filters can be used to narrow down your searches. The basic components of most reports is as follows:

Average Cut Time
The Average Cut Time is calculated based off of the ticket service times. It only factors in tickets that are sold with a service Categorize as Haircut.

Average Time Between Cuts
The Average Time Between Cuts is calculated based off of the time in between tickets that are sold with a haircut on them.

Commission
The Commission total, usually represented as Com. on most reports, is a figure that is calculated using a mix of the same guidelines to calculate Net and Gross. Only services or products that are eligible for commission are included in the total and this is further affected by any discounts that are used during the transaction as well as Non Commissionable Shop Charges.

In order to ensure that the number calculated for this total is accurate, it is important to make sure that "Apply Discount to Sale Commission" on page 169 under Manager → Discounts is configured properly, as well as the correct discounts are used on Check-Out.

It is also important to make sure that any Non Commissionable Shop charges are set up properly prior to sales taking place. Non Commissionable Shop charges directly subtract from the Commission amount of a service.

Because of the nature of this field, it is not unusual for the total to fall somewhere in between Net and Gross or even to be the same amount as either of the two other totals depending on your system settings.

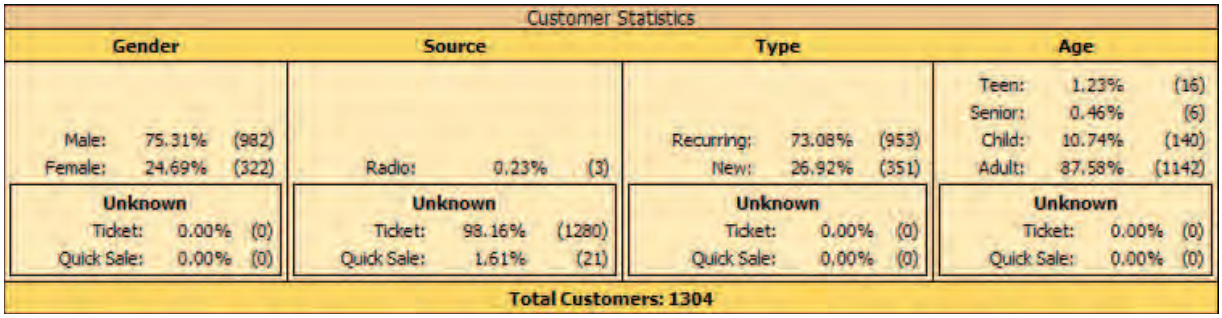
Count
The count field is used throughout many of the different SuperSalon reports to refer to how much of a particular item there is. This could be anything from the number of times a discount was used to how many times a certain service or product was sold. This field adapts itself to the report in question when displaying it's numerical data.

Customer Statistics
Customer Statistics include Customer Age, Gender, Source, if they're New or Recurring, as well as which offers and requests they've accepted. All of the totals for the statistics are calculated based off of the information entered at the time of customer creation and are only counted when the customer is used on a ticket that completes Check-Out. In order to ensure that these statistics are accurate, it is important to make sure that when customer data is put into the system, it is entered in accurately, otherwise the totals will be thrown off.

When the Statistics are listed in the various SuperSalon reports, they are usually presented with a count of the number of customers who fall into that category, and in some cases, the amount of Net or Gross revenue generated from their visits. At times, this is further broken up between Net Service/Product and Gross Service/Product.

In situations where Customer Data is not known because it was not entered, SuperSalon uses a separate category called Unknown to display the information.

Aside from making sure that the customer database is enabled to allow the storage of customer information, specific statistics can be enabled or disabled under "Customer Lookup & Tracking" on page 83 in Software Settings.



Customer Statistics			
Gender	**Source**	**Type**	**Age**
Male: 75.31% (982)	Radio: 0.23% (3)	Recurring: 73.08% (953)	Teen: 1.23% (16)
Female: 24.69% (322)		New: 26.92% (351)	Senior: 0.46% (6)
			Child: 10.74% (140)
			Adult: 87.58% (1142)
Unknown	**Unknown**	**Unknown**	**Unknown**
Ticket: 0.00% (0)	Ticket: 98.16% (1280)	Ticket: 0.00% (0)	Ticket: 0.00% (0)
Quick Sale: 0.00% (0)	Quick Sale: 1.61% (21)	Quick Sale: 0.00% (0)	Quick Sale: 0.00% (0)
Total Customers: 1304			

Figure 213 - Customer Statistics as seen on the Monthly Financial Report

Discounts
Reports that show discount amounts do so by looking at which discounts are applied to a service or product at the time of Check-Out. The total amount subtracted from a particular product or service sale will then be displayed. In order to ensure that the totals represented in this column are accurate, it is important to make sure that the discounts your location choose to use are set up properly as well as applied correctly at the time of Check-Out.

Discounts have modifiers such as "Free Service" or "Bounce-Back" which can also be used to gather specific data demographic data.

Gross/Net
Gross is the amount of money the location brought in before discounts are subtracted from the total. Net is the amount of money the location brought in after discounts are subtracted from the Gross. Both figures do not include sales tax or employee tips in their total.

When SuperSalon is reporting Net and Gross it is taking a look at the transaction data generated from employees entering tickets into the system. Since Net and Gross are dependent on ticket information, it is important to make sure that when checking out customers, it is done properly. A misentered ticket could potentiality throw off the calculation resulting in bad data being reported.

SuperSalon has the ability to divide Net and Gross up between Product and Service sales. In situations where this is occurring, the information is calculated the same way as before, except instead of looking at all of the location's sales data, SuperSalon confines it to revenue generated from Product or Service sales. Since SuperSalon looks at the individual items on a ticket when calculating this information, tickets that include both products and services will still have their information accurately reported.
Because gift cards and certificates do not fall under either Products or Services, they are tracked

separately from the two. When a Gift Card/Certificate is sold to a customer, it will have no affect on the either the Net or Gross for Product/Service sales. Product/Service Net and Gross will only be affected at the time the Gift Card/Certificate is actually redeemed. It will, however, factor into the Total Net/Gross figures.

Net Product and Gross Product refer to Net and Gross for Products.

Net Services and Gross Services refer to Net and Gross for Services.

Total Net and Total Gross is calculated by adding together Product and Service Net/Gross along with any other extraneous sales figures such as Gift Card/Certificates and Requests.

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Item	Count	Gross $	Refund $	Discount $	Commission $	Net $	% Net $	% Gross $
Glacing With Color	1	30.00	0.00	10.00	30.00	20.00	45.51	55.61
Haircut III	1	23.95	0.00	0.00	23.95	23.95	54.49	44.39
Service Totals	2	53.95	0.00	10.00	53.95	43.95	100.00	100.00

Figure 214 - Gross/Net, Refund, Commission, and Discounts as seen on the Production Report

Gross/Net Services or Products an Hour
This figure is calculated by taking the Gross and Net totals for product and/or services and dividing it by the total production hours an employee has. Another name that this figure is also known by is PPH (Production Per Hour).

Haircuts
The Haircut field is calculated using the transaction data from the time of Check-Out. It is the number of services sold that have their Category set as Haircut. Even if a service has the word "Haircut" in it's name, if the category is not set properly as "Haircut" it will not be counted towards the total.

Haircuts/Hour
When the total number of haircuts an hour is displayed, this figure is calculated by dividing the Haircut count with the Production hours for a given employee.

Non-Production/Production Hours
Production and Non-Production hours are calculated based off of the position used when an employee clocks in. If an employee clocks in under a position that is not flagged for production, then calculations that require production hours to complete their calculations will be incorrect.

In almost all cases, employees who perform services or sell products will want to be clocked in using production hours while employees who focus only on administration or receptionist duties will want to be clocked in under a position not flagged for production.

SuperSalon displays hours that are not considered Production as "Other Hours". In situations where employees have both Production Hours and Other Hours, these are combined into a third field known as Total Hours.

Payment Methods
On reports that deal with Closeout Information, a list of the different payment methods created in

the system as well as the amount they have closed out with will be displayed. The figures shown on these reports are directly related to the amount the location closed out with for each payment method in their respective Mid-Day/End-Day count fields.

In order to assist with spotting situations where the location closes with less money or more money in the till than they should, an Over/Short Column is displayed allowing quick and easy spotting of discrepancies. The Over/Short Column is calculated by comparing the Total Count and Total Computed fields on the Closeout screen.

Products Per Guest (PPG)
PPG is calculated by dividing the Net Product sales total by the Total Number of Customers to visit the location during the date range selected.

Refund/Redo
Refund totals are calculated using the service and product information entered at the time of Check-Out. On every report where the Refund amounts are listed, this figure has already been subtracted from the location Net and Gross totals, as well as the Commission total if applicable. There is no need to manually subtract the totals yourself as this figure is mostly for auditing purposes.

Redo totals are calculated using the service information entered at the time of Check-Out. Redoes vary slightly from refunds in that they are specific to service sales. When a refund is completed in SuperSalon, the funds for the service or product are given back to the customer. When a Redo is completed, the service is both refunded and sold back to the customer so there is no gain or loss to the location. For auditing purposes, on reports where refunds are listed, the Refund total will increase by the amount that was refunded to the customer without taking into account the service that was sold back.

Reported +/- and Actual +/-
This field appears on certain reports as a diagnostic aid to determine whether or not the location is uploading their information to the SuperSalon Ioffice correctly. It does so by comparing the computed close out totals in the SuperSalon database to the ticket totals in the SuperSalon database. In the event the two fields do not match, that usually means that the upload did not complete correctly and it is necessary to re-save the closeout and upload again.

Requests
Requests are calculated using the service request feature. When an employee is selected as being requested by a customer, it increases the request count for that particular employee. Because Requests are counted as a service, they can artificially inflate your service count and even average service sales (if your location charges for employee requests). This can be circumvented by turning off the option that includes Requests in Service Sales ("Include Requests in Service Sales" on page 73). If this is done, requests will be counted separately from the service totals.

Retail to Net (RTN)
Retail to net is the percentage of retail sales to total net sales. It is calculated by taking the net product sales, dividing it by the total net (combination of product, service, gift, requests), and then multiplying the resulting number by 100.

On the payroll report, RtN is calculated using the Product and Service Commission totals as opposed to actual Net.

Retail to Service [Net] (RtS)
Retail to Service Net is the percentage of retail sales to net service sales. It is calculated by taking the net product sales, dividing it by the net service sales, and then multiplying the resulting number 100.

On the payroll report, RtS is calculated using the Product and Service Commission total as opposed to true net.

Sales Per Hour (SpH)
SpH is specific to the payroll report. Whereas PPH is calculated using Net and Gross depending on what the report is trying to accomplish, SpH is always calculated by dividing the employee Commission total by the number of production hours worked for the given time range.

Service and Product Categories
On reports that provide a breakdown of different service and product sales based on their category, the information is pulled from the transaction data created when a ticket has finished Check-Out. In order to ensure that the correct categories are presented, it is important to make sure service and product categories are set up correctly.

Ticket Average
Ticket Average, or T.A, is calculated by adding together the total of amount due for all completed tickets during a given range and then dividing the resulting number by the amount of completed tickets there were.

Depending on the report, modifiers can be used to provide a more thorough breakdown, such as only giving the ticket average for male or female customers, or even only giving the average service sale or product sale per a ticket.

Tips
Tips are calculated using the employee tip information entered at Check-Out. In order to ensure that accurate tip data is gathered for employees, it's important to make sure that "Track Employee Tips" on page 75 is enabled and that employees are actually entering their tip data.

By default, any tip on a credit card transaction that is not assigned to an employee will be credited towards house.

Voids
Reports that list the total number of voids pull the data from tickets that have been cancelled. Only tickets that have their status set as void are counted in the calculation.

Popular Reports

Reports Tab

SuperSalon has a variety of reports, most of which have been added at the request of our customers. Because the number of reports available is easily more than fifty, a lot of them overlap on what they have to offer.

To make finding the report you need easier, the next segment of the manual has a listing of some of our more popular and widely used reports. If these reports still do not meet your needs, please contact **SuperSalon** technical support for assistance finding a report that is right for you (Call 888-458-1001 then press 1 or e-mail support@rogerspos.com).

Production Report

Reports Tab → Sales → Production

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Item	Count	Gross $	Refund $	Discount $	Commission $	Net $	% Net $	% Gross $
Haircut	5	79.75	0.00	0.00	79.75	79.75	71.40	71.40
Styling	1	18.00	0.00	0.00	18.00	18.00	16.11	16.11
Young Cut	1	13.95	0.00	0.00	13.95	13.95	12.49	12.49
Service Totals	7	111.70	0.00	0.00	111.70	111.70	100.00	100.00
Product Totals	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Gift Certificate Totals	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SVS Gift Totals	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Employee Totals	7	111.70	0.00	0.00	111.70	111.70	100.00	100.00
Total Prod. Hrs: 6.03			Total Haircuts: 6		Gross Srvs/Hour: $18.52		Net $/Ticket: $15.96	
Total Other Hrs: 0.00			Haircuts/Hour: 1.00		Net Srvs/Hour: $18.52		Gross $/Ticket: $15.96	
Total Hrs: 6.03			Avg. Cut Time: 11.05 mins.		Gross Prds/Hour: $0.00		Net $/Cut: $18.62	
Male Cust: 85.71% (6/7)			Avg. Between Cuts: 59.02 mins.		Net Prds/Hour: $0.00		Gross $/Cut: $18.62	
Female Cust: 14.29% (1/7)			Cuts < 7 mins: 0		Cuts > 20 mins: 1		PPG: $0.00	
Tips: $11.05			# Srvs Tickets: 7				Net Prds on Srvs Tickets: $0.00	
Net Amnt Srvs Tickets: $111.70			Avg Srvs Ticket Amt: $15.96				Net Prds on Srvs Tickets/Net Srvs: 0.00%	

Figure 215 - Production Report (View of Single Employee)

The primary purpose of the Production Report is to provide a detailed overview of individual employee sales and performance for the requested date range. The Production Report displays a list of the services performed by each individual employee, the Net and Gross worth of the services performed, as well as the commission generated by the employee as well.

Aside from offering a detailed look at their servicing performance, the Production Report also offers product sale counts as well as gift certificate/card sale counts.

Located below the actual employee sales is a listing of their production, other, and total hours. This is further augmented by other servicing statistics such as individual Male and Female customer count, total haircuts, PPH, PPG, Average Service Time, and etc.

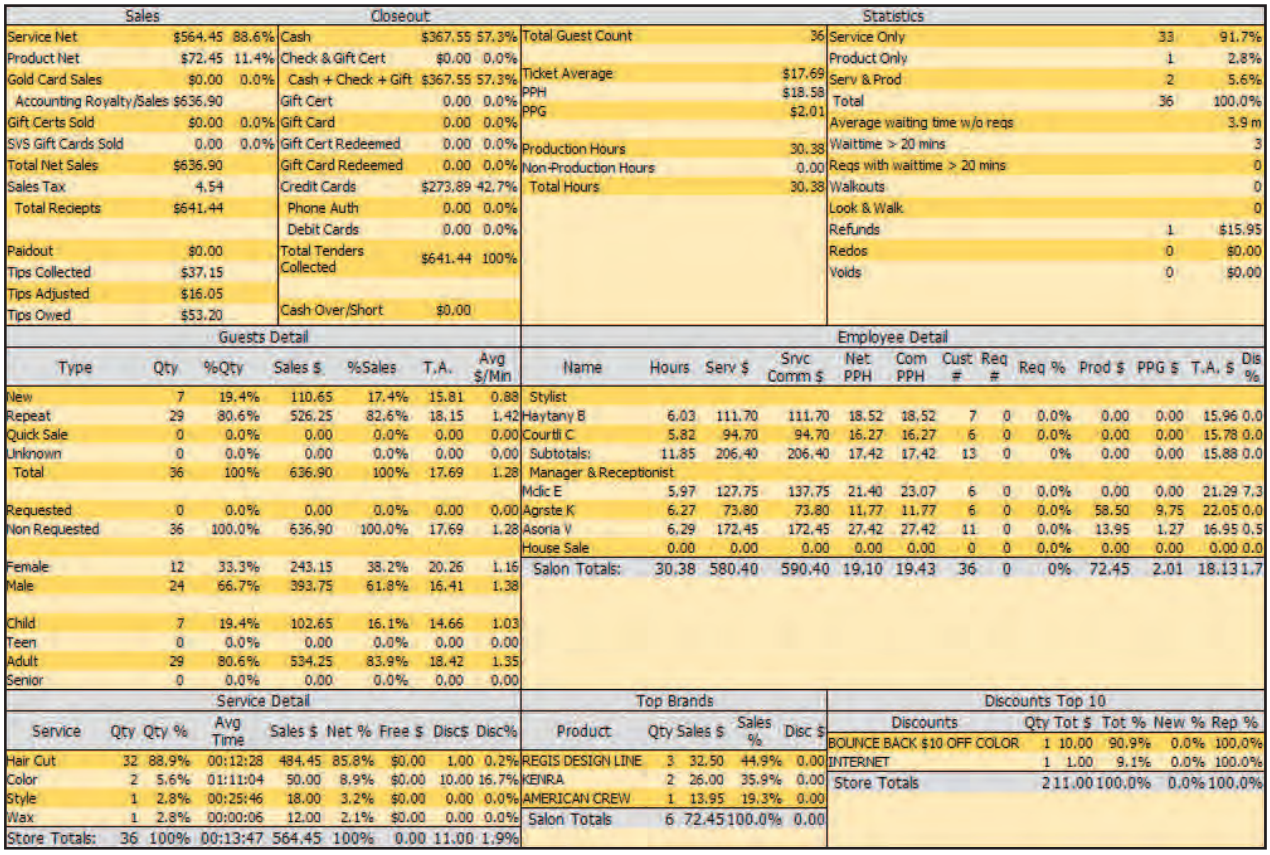
After every employee has been displayed individually, the production report generated statistics for the entire location in the form of Store Totals. The servicing statistics at the bottom are an average of all of the employee statistics that were shown before.

Store Totals								
Item	Count	Gross $	Refund $	Discount $	Commission $	Net $	% Net $	% Gross $
Haircut	20	319.00	15.95	1.00	302.05	302.05	47.43	48.05
Haircut II	3	56.85	0.00	0.00	56.85	56.85	8.93	8.56
Lip Wax	1	12.00	0.00	0.00	12.00	12.00	1.88	1.81
Pre - Treatment	1	10.00	0.00	0.00	10.00	10.00	1.57	1.51
Shimmer One	1	50.00	0.00	10.00	50.00	40.00	6.28	7.53
Styling	1	18.00	0.00	0.00	18.00	18.00	2.83	2.71
Young Cut	9	125.55	0.00	0.00	125.55	125.55	19.71	18.91
Service Totals	36	591.40	15.95	11.00	574.45	564.45	88.62	89.09
Product Totals	6	72.45	0.00	0.00	72.45	72.45	11.38	10.91
Gift Certificate Totals	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SVS Gift Totals	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Employee Totals	42	663.85	15.95	11.00	646.90	636.90	100.00	100.00
Total Prod. Hrs: 30.38			Total Haircuts: 32		Gross Srvs/Hour: $19.47		Net $/Ticket: $17.69	
Total Other Hrs: 0.00			Haircuts/Hour: 1.05		Net Srvs/Hour: $18.58		Gross $/Ticket: $18.44	
Total Hrs: 30.38			Avg. Cut Time: 8.23 mins.		Gross Prds/Hour: $2.38		Net $/Cut: $19.90	
Male Cust: 66.67% (24/36)			Avg. Between Cuts: 30.06 mins.		Net Prds/Hour: $2.38		Gross $/Cut: $20.75	
Female Cust: 33.33% (12/36)			Cuts < 7 mins: 3		Cuts > 20 mins: 2		PPG: $2.01	
Tips: $53.20			# Srvs Tickets: 35				Net Prds on Srvs Tickets: $39.95	
Net Amnt Srvs Tickets: $604.40			Avg Srvs Ticket Amt: $17.27				Net Prds on Srvs Tickets/Net Srvs: 7.08%	

Figure 216 - Production Report (View of Store Totals)

Salon Dashboard

Reports Tab → Sales → Salon Dashboard



Sales

Service Net	$564.45	88.6%
Product Net	$72.45	11.4%
Gold Card Sales	$0.00	0.0%
Accounting Royalty/Sales	$636.90	
Gift Certs Sold	$0.00	0.0%
SVS Gift Cards Sold	0.00	0.0%
Total Net Sales	$636.90	
Sales Tax	4.54	
Total Reciepts	$641.44	
Paidout	$0.00	
Tips Collected	$37.15	
Tips Adjusted	$16.05	
Tips Owed	$53.20	

Closeout

Cash	$367.55	57.3%
Check & Gift Cert	$0.00	0.0%
Cash + Check + Gift	$367.55	57.3%
Gift Cert	0.00	0.0%
Gift Card	0.00	0.0%
Gift Cert Redeemed	0.00	0.0%
Gift Card Redeemed	0.00	0.0%
Credit Cards	$273.89	42.7%
Phone Auth	0.00	0.0%
Debit Cards	0.00	0.0%
Total Tenders Collected	$641.44	100%
Cash Over/Short	$0.00	

Total Guest Count	36
Ticket Average	$17.69
PPH	$18.58
PPG	$2.01
Production Hours	30.38
Non-Production Hours	0.00
Total Hours	30.38

Statistics

Service Only	33	91.7%
Product Only	1	2.8%
Serv & Prod	2	5.6%
Total	36	100.0%
Average waiting time w/o reqs		3.9 m
Waittime > 20 mins		3
Reqs with waittime > 20 mins		0
Walkouts		0
Look & Walk		0
Refunds	1	$15.95
Redos	0	$0.00
Voids	0	$0.00

Guests Detail

Type	Qty	%Qty	Sales $	%Sales	T.A.	Avg $/Min
New	7	19.4%	110.65	17.4%	15.81	0.88
Repeat	29	80.6%	526.25	82.6%	18.15	1.42
Quick Sale	0	0.0%	0.00	0.0%	0.00	0.00
Unknown	0	0.0%	0.00	0.0%	0.00	0.00
Total	36	100%	636.90	100%	17.69	1.28
Requested	0	0.0%	0.00	0.0%	0.00	0.00
Non Requested	36	100.0%	636.90	100.0%	17.69	1.28
Female	12	33.3%	243.15	38.2%	20.26	1.16
Male	24	66.7%	393.75	61.8%	16.41	1.38
Child	7	19.4%	102.65	16.1%	14.66	1.03
Teen	0	0.0%	0.00	0.0%	0.00	0.00
Adult	29	80.6%	534.25	83.9%	18.42	1.35
Senior	0	0.0%	0.00	0.0%	0.00	0.00

Employee Detail

Name	Hours	Serv $	Srvc Comm $	Net PPH	Com PPH	Cust #	Req #	Req %	Prod $	PPG $	T.A. $	Dis %
Stylist												
Haytany B	6.03	111.70	111.70	18.52	18.52	7	0	0.0%	0.00	0.00	15.96	0.0
Courtli C	5.82	94.70	94.70	16.27	16.27	6	0	0.0%	0.00	0.00	15.78	0.0
Subtotals:	11.85	206.40	206.40	17.42	17.42	13	0	0%	0.00	0.00	15.88	0.0
Manager & Receptionist												
Mclic E	5.97	127.75	137.75	21.40	23.07	6	0	0.0%	0.00	0.00	21.29	7.3
Agrste K	6.27	73.80	73.80	11.77	11.77	6	0	0.0%	58.50	9.75	22.05	0.0
Asoria V	6.29	172.45	172.45	27.42	27.42	11	0	0.0%	13.95	1.27	16.95	0.5
House Sale	0.00	0.00	0.00	0.00	0.00	0	0	0.0%	0.00	0.00	0.00	0.0
Salon Totals:	30.38	580.40	590.40	19.10	19.43	36	0	0%	72.45	2.01	18.13	1.7

Service Detail

Service	Qty	Qty %	Avg Time	Sales $	Net %	Free $	Disc$	Disc%
Hair Cut	32	88.9%	00:12:28	484.45	85.8%	$0.00	1.00	0.2%
Color	2	5.6%	01:11:04	50.00	8.9%	$0.00	10.00	16.7%
Style	1	2.8%	00:25:46	18.00	3.2%	$0.00	0.00	0.0%
Wax	1	2.8%	00:00:06	12.00	2.1%	$0.00	0.00	0.0%
Store Totals:	36	100%	00:13:47	564.45	100%	0.00	11.00	1.9%

Top Brands

Product	Qty	Sales $	Sales %	Disc $
REGIS DESIGN LINE	3	32.50	44.9%	0.00
KENRA	2	26.00	35.9%	0.00
AMERICAN CREW	1	13.95	19.3%	0.00
Salon Totals	6	72.45	100.0%	0.00

Discounts Top 10

Discounts	Qty	Tot $	Tot %	New %	Rep %
BOUNCE BACK $10 OFF COLOR	1	10.00	90.9%	0.0%	100.0%
INTERNET	1	1.00	9.1%	0.0%	100.0%
Store Totals	2	11.00	100.0%	0.0%	100.0%

Figure 217 - Salon Dashboard Report

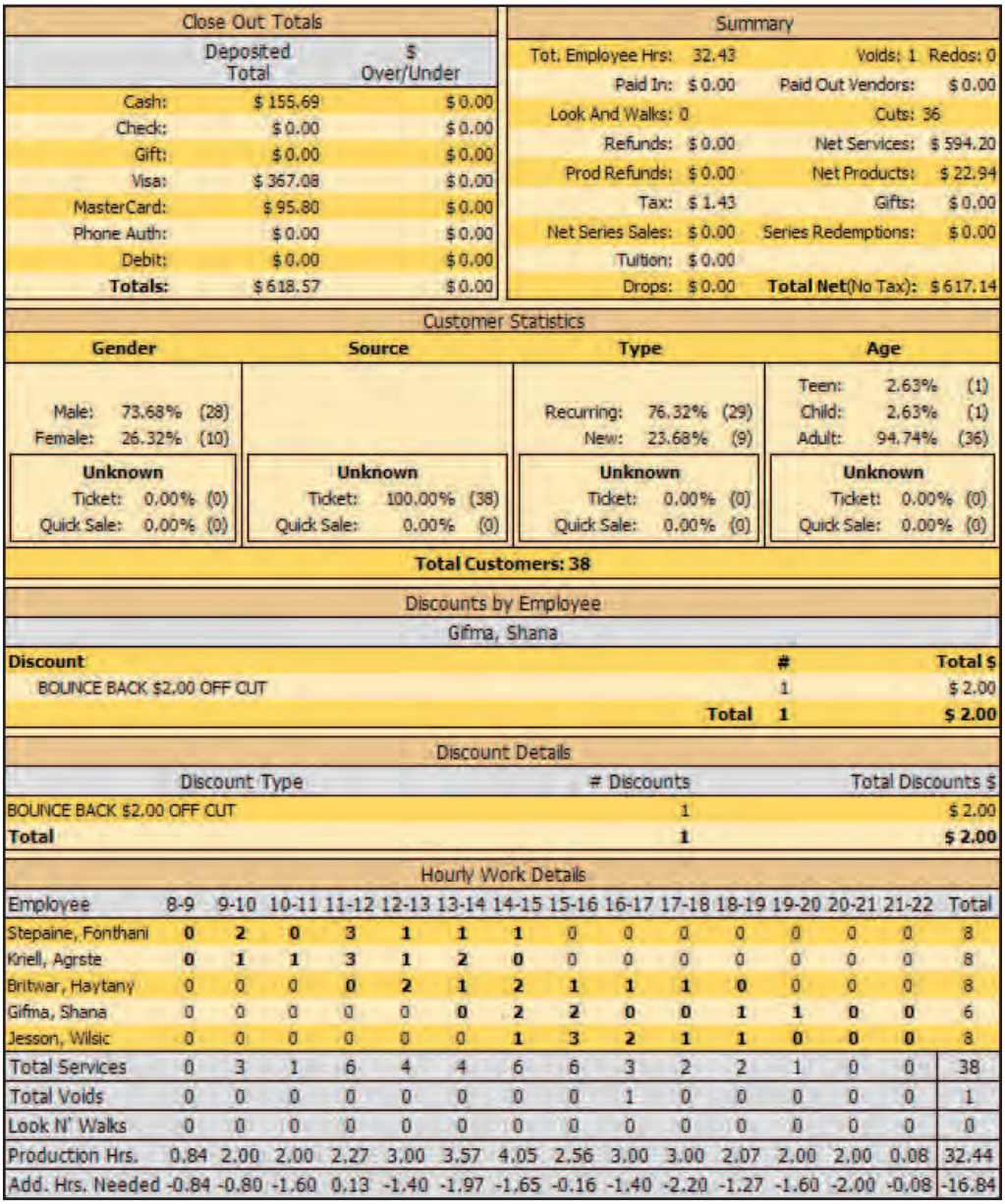
The Salon Dashboard report is designed to provide an overview of your entire location's performance for the requested date range. The report is broken into eight different sections, providing a look at Sales data, Closeout Information, Statistics (which include Ticket Average, Guest Counts, PPH, Employee Hours, etc.), Guest Details, Employee Details, Service Details, Top Brands sold, and Top 10 Discounts used.

Due to the nature of the report, it is not as detailed as some of the other ones found within **SuperSalon**, but it is an excellent report to use when all that is needed is a quick overview of a particular location's performance.

Unless otherwise specified (Such as in the case of Srvc Comm$), all the figures listed on the report are based off of Net sales.

Daily Report

Reports Tab → Sales → Daily Report



Close Out Totals

	Deposited Total	$ Over/Under
Cash:	$ 155.69	$ 0.00
Check:	$ 0.00	$ 0.00
Gift:	$ 0.00	$ 0.00
Visa:	$ 367.08	$ 0.00
MasterCard:	$ 95.80	$ 0.00
Phone Auth:	$ 0.00	$ 0.00
Debit:	$ 0.00	$ 0.00
Totals:	$ 618.57	$ 0.00

Summary

Tot. Employee Hrs:	32.43	Voids: 1	Redos: 0
Paid In:	$ 0.00	Paid Out Vendors:	$ 0.00
Look And Walks:	0	Cuts:	36
Refunds:	$ 0.00	Net Services:	$ 594.20
Prod Refunds:	$ 0.00	Net Products:	$ 22.94
Tax:	$ 1.43	Gifts:	$ 0.00
Net Series Sales:	$ 0.00	Series Redemptions:	$ 0.00
Tuition:	$ 0.00		
Drops:	$ 0.00	**Total Net**(No Tax):	$ 617.14

Customer Statistics

Gender		Source		Type		Age	
Male:	73.68% (28)			Recurring:	76.32% (29)	Teen:	2.63% (1)
Female:	26.32% (10)			New:	23.68% (9)	Child:	2.63% (1)
						Adult:	94.74% (36)
Unknown		**Unknown**		**Unknown**		**Unknown**	
Ticket:	0.00% (0)	Ticket:	100.00% (38)	Ticket:	0.00% (0)	Ticket:	0.00% (0)
Quick Sale:	0.00% (0)	Quick Sale:	0.00% (0)	Quick Sale:	0.00% (0)	Quick Sale:	0.00% (0)

Total Customers: 38

Discounts by Employee

Gifma, Shana

Discount	#	Total $
BOUNCE BACK $2.00 OFF CUT	1	$ 2.00
Total	**1**	**$ 2.00**

Discount Details

Discount Type	# Discounts	Total Discounts $
BOUNCE BACK $2.00 OFF CUT	1	$ 2.00
Total	**1**	**$ 2.00**

Hourly Work Details

Employee	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22	Total
Stepaine, Fonthani	**0**	**2**	**0**	**3**	**1**	**1**	**1**	0	0	0	0	0	0	0	8
Kriell, Agrste	**0**	**1**	**1**	**3**	**1**	**2**	**0**	0	0	0	0	0	0	0	8
Britwar, Haytany	0	0	0	**0**	**2**	**1**	**2**	**1**	**1**	**1**	**0**	0	0	0	8
Gifma, Shana	0	0	0	0	0	**0**	**2**	**2**	**0**	**0**	**1**	**1**	**0**	**0**	6
Jesson, Wilsic	0	0	0	0	0	0	**1**	**3**	**2**	**1**	**1**	**0**	**0**	**0**	8
Total Services	0	3	1	6	4	4	6	6	3	2	2	1	0	0	38
Total Voids	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Look N' Walks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Production Hrs.	0.84	2.00	2.00	2.27	3.00	3.57	4.05	2.56	3.00	3.00	2.07	2.00	2.00	0.08	32.44
Add. Hrs. Needed	-0.84	-0.80	-1.60	0.13	-1.40	-1.97	-1.65	-0.16	-1.40	-2.20	-1.27	-1.60	-2.00	-0.08	-16.84

Figure 218 - Daily Report

The Daily Report provides a brief overview of the location's performance for the day requested. The report is broken into six sections.

The first section is a look at the closeout totals for the day and whether or not the location was short. If the closeout is not performed properly, then the information listed on this report will be incorrect.

The Summary section provides a brief overview of sales, while customer statistics give a break down of visitor information. If customer demographics is not enabled, then all customers are assumed to be unknown.

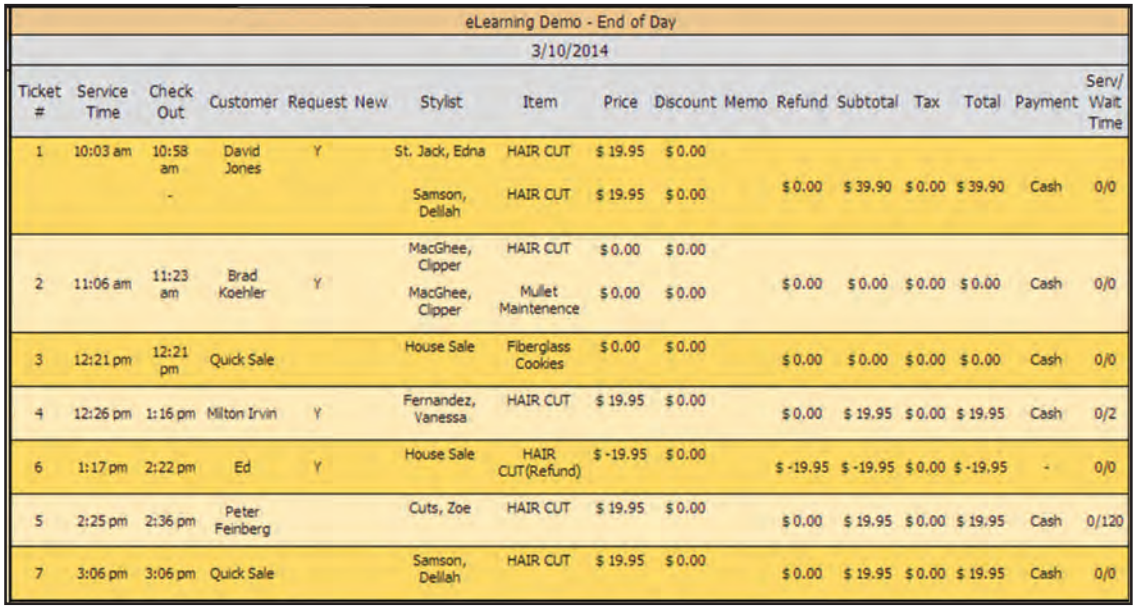
The discount sections provide a look at the discounts used at the location for the day as well as which employees used the discounts.

The Hourly Work Details section, what could be considered the primary focus of the report, is designed to give an hour by hour break down of customer visitation. The section lists how many tickets were entered into the system during the displayed period of time, and who the ticket was assigned to. It also displays how many look and walks were entered into the system during the same period of time.

The purpose of this is to assist with finding the busiest work hours for the location. The report counts how many production hours were used (pooled together from all of the employees working at the time) and offers suggestions on how many additional hours might need to be scheduled at the location to prevent customer loss.

End of Day

Reports Tab → Sales → End of Day



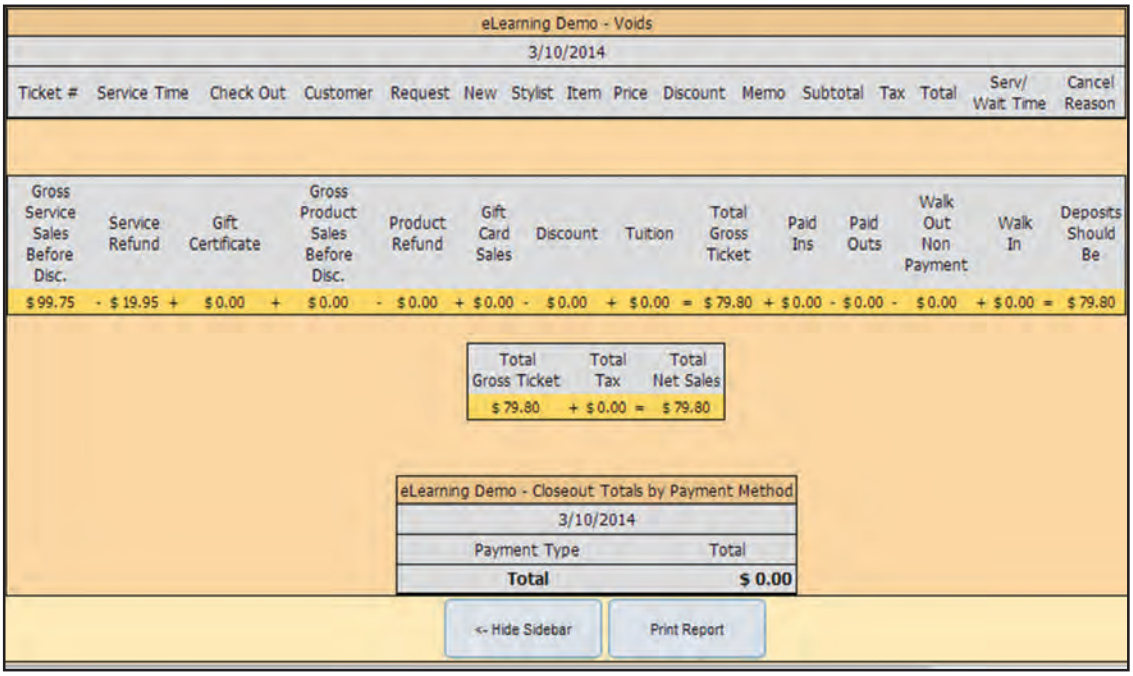
eLearning Demo - End of Day

3/10/2014

Ticket #	Service Time	Check Out	Customer	Request	New	Stylist	Item	Price	Discount	Memo	Refund	Subtotal	Tax	Total	Payment	Serv/ Wait Time
1	10:03 am	10:58 am	David Jones		Y	St. Jack, Edna	HAIR CUT	$ 19.95	$ 0.00							
		-				Samson, Delilah	HAIR CUT	$ 19.95	$ 0.00		$ 0.00	$ 39.90	$ 0.00	$ 39.90	Cash	0/0
2	11:06 am	11:23 am	Brad Koehler		Y	MacGhee, Clipper	HAIR CUT	$ 0.00	$ 0.00							
						MacGhee, Clipper	Mullet Maintenence	$ 0.00	$ 0.00		$ 0.00	$ 0.00	$ 0.00	$ 0.00	Cash	0/0
3	12:21 pm	12:21 pm	Quick Sale			House Sale	Fiberglass Cookies	$ 0.00	$ 0.00		$ 0.00	$ 0.00	$ 0.00	$ 0.00	Cash	0/0
4	12:26 pm	1:16 pm	Milton Irvin		Y	Fernandez, Vanessa	HAIR CUT	$ 19.95	$ 0.00		$ 0.00	$ 19.95	$ 0.00	$ 19.95	Cash	0/2
6	1:17 pm	2:22 pm	Ed		Y	House Sale	HAIR CUT(Refund)	$ -19.95	$ 0.00		$ -19.95	$ -19.95	$ 0.00	$ -19.95	-	0/0
5	2:25 pm	2:36 pm	Peter Feinberg			Cuts, Zoe	HAIR CUT	$ 19.95	$ 0.00		$ 0.00	$ 19.95	$ 0.00	$ 19.95	Cash	0/120
7	3:06 pm	3:06 pm	Quick Sale			Samson, Delilah	HAIR CUT	$ 19.95	$ 0.00		$ 0.00	$ 19.95	$ 0.00	$ 19.95	Cash	0/0

Figure 219 - End of Day (Ticket Listing)

The End of Day report displays every single ticket that was checked in for the requested date. The employee who performed the service or sold the product is listed, as well as the customer name, service time, and Check-Out time. The report is primarily used to circumvent using the search sales screen to bring up ticket information, since by using End of Day, all of the information is loaded and ready to view.



eLearning Demo - Voids

3/10/2014

Ticket #	Service Time	Check Out	Customer	Request	New	Stylist	Item	Price	Discount	Memo	Subtotal	Tax	Total	Serv/ Wait Time	Cancel Reason

Gross Service Sales Before Disc.		Service Refund		Gift Certificate		Gross Product Sales Before Disc.		Product Refund		Gift Card Sales		Discount		Tuition		Total Gross Ticket		Paid Ins		Paid Outs		Walk Out Non Payment		Walk In		Deposits Should Be
$ 99.75	-	$ 19.95	+	$ 0.00	+	$ 0.00	-	$ 0.00	+	$ 0.00	-	$ 0.00	+	$ 0.00	=	$ 79.80	+	$ 0.00	-	$ 0.00	-	$ 0.00	+	$ 0.00	=	$ 79.80

Total Gross Ticket		Total Tax		Total Net Sales
$ 79.80	+	$ 0.00	=	$ 79.80

eLearning Demo - Closeout Totals by Payment Method

3/10/2014

Payment Type	Total
Total	**$ 0.00**

<- Hide Sidebar | Print Report

Figure 220 - End of Day (Voids and Total Transaction Info)

After the ticket information is listed, the End of Day report calculates the Net Totals and deposit information for the day. The deposit information is based off of the closeout totals, so before the information will populate, the closeout will need to be performed.

Deposit Summary

Reports Tab → Sales → Deposit Summary

Deposit Summary

Saturday February 01, 2014 - Friday February 28, 2014

Day	Cash	Check	Deposit	Gift	Visa/Master	Discover	Phone Auth	Debit
01 Sat	$70.77	$0.00	$70.77	$0.00	$916.77	$13.42	$0.00	$0.00
02 Sun	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
03 Mon	$0.00	$30.00	$30.00	$0.00	$421.97	$0.00	$0.00	$0.00
04 Tue	$16.50	$0.00	$16.50	$0.00	$62.81	$0.00	$0.00	$0.00
05 Wed	$0.00	$9.74	$9.74	$0.00	$495.92	$0.00	$0.00	$0.00
06 Thu	$0.64	$138.89	$139.53	$0.00	$391.68	$0.00	$0.00	$0.00
07 Fri	$3.22	$148.00	$151.22	$0.00	$401.51	$25.00	$0.00	$0.00
08 Sat	$0.00	$80.00	$80.00	$12.00	$974.61	$46.54	$0.00	$0.00
09 Sun	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
10 Mon	$34.92	$24.34	$59.26	$30.00	$636.70	$0.00	$0.00	$0.00
11 Tue	$189.12	$0.00	$189.12	$0.00	$383.08	$0.00	$0.00	$0.00
12 Wed	$0.00	$0.00	$0.00	$0.00	$768.02	$28.64	$0.00	$0.00
13 Thu	$0.00	$0.00	$0.00	$0.00	$459.33	$62.00	$0.00	$0.00
14 Fri	$27.45	$25.00	$52.45	$0.00	$290.61	$0.00	$0.00	$0.00
15 Sat	$47.90	$174.90	$222.80	$12.00	$841.02	$44.13	$0.00	$0.00
16 Sun	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
17 Mon	$0.00	$18.19	$18.19	$0.00	$498.81	$12.84	$0.00	$0.00
18 Tue	$0.00	$37.99	$37.99	$0.00	$412.61	$0.00	$0.00	$0.00
19 Wed	$300.02	$0.00	$300.02	$0.00	$508.70	$0.00	$0.00	$0.00
20 Thu	$0.00	$0.00	$0.00	$12.00	$615.07	$73.40	$0.00	$0.00
21 Fri	$0.00	$123.56	$123.56	$0.00	$738.93	$21.40	$0.00	$0.00
22 Sat	$0.00	$0.00	$0.00	$0.00	$430.13	$31.00	$0.00	$0.00
23 Sun	$0.00	$177.00	$177.00	$0.00	$219.07	$0.00	$0.00	$0.00
24 Mon	$0.00	$206.36	$206.36	$20.00	$537.80	$28.75	$0.00	$0.00
25 Tue	$0.00	$0.00	$0.00	$0.00	$266.60	$0.00	$0.00	$0.00
26 Wed	$96.47	$0.00	$96.47	$0.00	$204.19	$0.00	$0.00	$0.00
27 Thu	$0.00	$38.25	$38.25	$12.00	$246.60	$76.80	$0.00	$0.00
28 Fri	$0.00	$0.00	$0.00	$0.00	$480.59	$53.00	$0.00	$0.00
Totals:	$787.01	$1232.22	$2019.23	$98.00	$12203.13	$516.92	$0.00	$0.00

Figure 221 - Deposit Summary Report

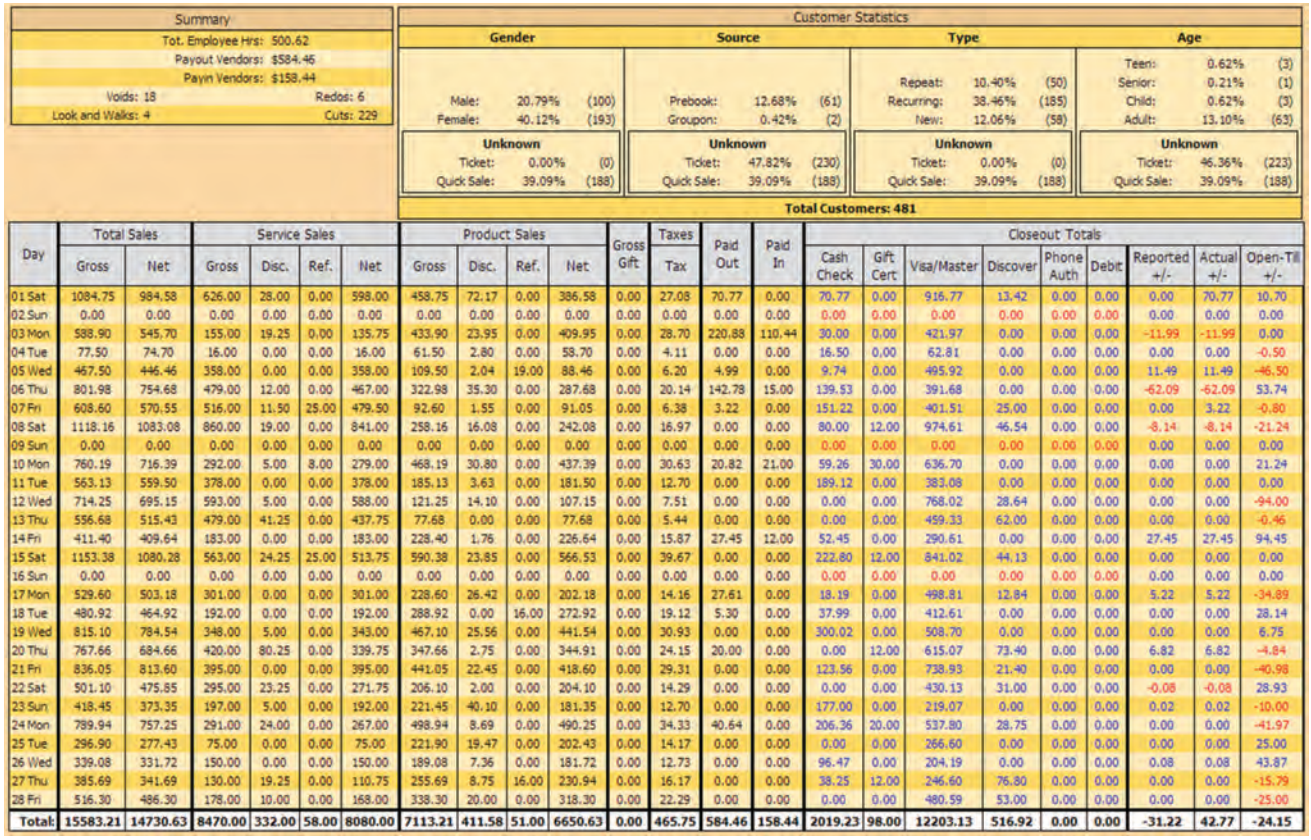
The Deposit Summary report provides a look at the deposit information for the month requested. In order for the report to display accurate information, the close out for each day in the requested month needs to be completed properly. Running the report on a month that has not finished will not have any adverse affects, but running the report when there incomplete or inaccurate closeouts will throw off the total calculation at the end.

The deposit information for Credit, Debit, Phone, and Gift payments is based off of the Mid-Day and End-Day count fields on the closeout screen. The Cash and Deposit field are based off of the Cash Deposit section of the Deposit Summary of the Closeout screen. These two numbers should always be the same.

Each day listed in the report is also a link. When the desired date is selected, it takes you to the Daily Report for that day.

Monthly Financial Report

Reports Tab → Sales → Monthly Financial Report



Summary

Tot. Employee Hrs:	500.62
Payout Vendors:	$584.46
Payin Vendors:	$158.44
Voids: 18	Redos: 6
Look and Walks: 4	Cuts: 229

Customer Statistics

Gender			Source			Type			Age		
Male:	20.79%	(100)	Prebook:	12.68%	(61)	Repeat:	10.40%	(50)	Teen:	0.62%	(3)
Female:	40.12%	(193)	Groupon:	0.42%	(2)	Recurring:	38.46%	(185)	Senior:	0.21%	(1)
Unknown			Unknown			New:	12.06%	(58)	Child:	0.62%	(3)
Ticket:	0.00%	(0)	Ticket:	47.82%	(230)	Unknown			Adult:	13.10%	(63)
Quick Sale:	39.09%	(188)	Quick Sale:	39.09%	(188)	Ticket:	0.00%	(0)	Unknown		
						Quick Sale:	39.09%	(188)	Ticket:	46.36%	(223)
									Quick Sale:	39.09%	(188)

Total Customers: 481

Day	Total Sales		Service Sales				Product Sales				Gross Gift	Taxes	Paid Out	Paid In	Closeout Totals								
	Gross	Net	Gross	Disc.	Ref.	Net	Gross	Disc.	Ref.	Net		Tax			Cash Check	Gift Cert	Visa/Master	Discover	Phone Auth	Debit	Reported +/-	Actual +/-	Open-Till +/-
01 Sat	1084.75	984.58	626.00	28.00	0.00	598.00	458.75	72.17	0.00	386.58	0.00	27.08	70.77	0.00	70.77	0.00	916.77	13.42	0.00	0.00	0.00	70.77	10.70
02 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
03 Mon	588.90	545.70	155.00	19.25	0.00	135.75	433.90	23.95	0.00	409.95	0.00	28.70	220.88	110.44	30.00	0.00	421.97	0.00	0.00	0.00	-11.99	-11.99	0.00
04 Tue	77.50	74.70	16.00	0.00	0.00	16.00	61.50	2.80	0.00	58.70	0.00	4.11	0.00	0.00	16.50	0.00	62.81	0.00	0.00	0.00	0.00	0.00	-0.50
05 Wed	467.50	446.46	358.00	0.00	0.00	358.00	109.50	2.04	19.00	88.46	0.00	6.20	4.99	0.00	9.74	0.00	495.92	0.00	0.00	0.00	11.49	11.49	-46.50
06 Thu	801.98	754.68	479.00	12.00	0.00	467.00	322.98	35.30	0.00	287.68	0.00	20.14	142.78	15.00	139.53	0.00	391.68	0.00	0.00	0.00	-62.09	-62.09	53.74
07 Fri	608.60	570.55	516.00	11.50	25.00	479.50	92.60	1.55	0.00	91.05	0.00	6.38	3.22	0.00	151.22	0.00	401.51	25.00	0.00	0.00	0.00	3.22	-0.80
08 Sat	1118.16	1083.08	860.00	19.00	0.00	841.00	258.16	16.08	0.00	242.08	0.00	16.97	0.00	0.00	80.00	12.00	974.61	46.54	0.00	0.00	-8.14	-8.14	-21.24
09 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10 Mon	760.19	716.39	292.00	5.00	8.00	279.00	468.19	30.80	0.00	437.39	0.00	30.63	20.82	21.00	59.26	30.00	636.70	0.00	0.00	0.00	0.00	0.00	21.24
11 Tue	563.13	559.50	378.00	0.00	0.00	378.00	185.13	3.63	0.00	181.50	0.00	12.70	0.00	0.00	189.12	0.00	383.08	0.00	0.00	0.00	0.00	0.00	0.00
12 Wed	714.25	695.15	593.00	5.00	0.00	588.00	121.25	14.10	0.00	107.15	0.00	7.51	0.00	0.00	0.00	0.00	768.02	28.64	0.00	0.00	0.00	0.00	-94.00
13 Thu	556.68	515.43	479.00	41.25	0.00	437.75	77.68	0.00	0.00	77.68	0.00	5.44	0.00	0.00	0.00	0.00	459.33	62.00	0.00	0.00	0.00	0.00	-0.46
14 Fri	411.40	409.64	183.00	0.00	0.00	183.00	228.40	1.76	0.00	226.64	0.00	15.87	27.45	12.00	52.45	0.00	290.61	0.00	0.00	0.00	27.45	27.45	94.45
15 Sat	1153.38	1080.28	563.00	24.25	25.00	513.75	590.38	23.85	0.00	566.53	0.00	39.67	0.00	0.00	222.80	12.00	841.02	44.13	0.00	0.00	0.00	0.00	0.00
16 Sun	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17 Mon	529.60	503.18	301.00	0.00	0.00	301.00	228.60	26.42	0.00	202.18	0.00	14.16	27.61	0.00	18.19	0.00	498.81	12.84	0.00	0.00	5.22	5.22	-34.89
18 Tue	480.92	464.92	192.00	0.00	0.00	192.00	288.92	0.00	16.00	272.92	0.00	19.12	5.30	0.00	37.99	0.00	412.61	0.00	0.00	0.00	0.00	0.00	28.14
19 Wed	815.10	784.54	348.00	5.00	0.00	343.00	467.10	25.56	0.00	441.54	0.00	30.93	0.00	0.00	300.02	0.00	508.70	0.00	0.00	0.00	0.00	0.00	6.75
20 Thu	767.66	684.66	420.00	80.25	0.00	339.75	347.66	2.75	0.00	344.91	0.00	24.15	20.00	0.00	0.00	12.00	615.07	73.40	0.00	0.00	6.82	6.82	-4.84
21 Fri	836.05	813.60	395.00	0.00	0.00	395.00	441.05	22.45	0.00	418.60	0.00	29.31	0.00	0.00	123.56	0.00	738.93	21.40	0.00	0.00	0.00	0.00	-40.98
22 Sat	501.10	475.85	295.00	23.25	0.00	271.75	206.10	2.00	0.00	204.10	0.00	14.29	0.00	0.00	0.00	0.00	430.13	31.00	0.00	0.00	-0.08	-0.08	28.93
23 Sun	418.45	373.35	197.00	5.00	0.00	192.00	221.45	40.10	0.00	181.35	0.00	12.70	0.00	0.00	177.00	0.00	219.07	0.00	0.00	0.00	0.02	0.02	-10.00
24 Mon	789.94	757.25	291.00	24.00	0.00	267.00	498.94	8.69	0.00	490.25	0.00	34.33	40.64	0.00	206.36	20.00	537.80	28.75	0.00	0.00	0.00	0.00	-41.97
25 Tue	296.90	277.43	75.00	0.00	0.00	75.00	221.90	19.47	0.00	202.43	0.00	14.17	0.00	0.00	0.00	0.00	266.60	0.00	0.00	0.00	0.00	0.00	25.00
26 Wed	339.08	331.72	150.00	0.00	0.00	150.00	189.08	7.36	0.00	181.72	0.00	12.73	0.00	0.00	96.47	0.00	204.19	0.00	0.00	0.00	0.08	0.08	43.87
27 Thu	385.69	341.69	130.00	19.25	0.00	110.75	255.69	8.75	16.00	230.94	0.00	16.17	0.00	0.00	38.25	12.00	246.60	76.80	0.00	0.00	0.00	0.00	-15.79
28 Fri	516.30	486.30	178.00	10.00	0.00	168.00	338.30	20.00	0.00	318.30	0.00	22.29	0.00	0.00	0.00	0.00	480.59	53.00	0.00	0.00	0.00	0.00	-25.00
Total:	15583.21	14730.63	8470.00	332.00	58.00	8080.00	7113.21	411.58	51.00	6650.63	0.00	465.75	584.46	158.44	2019.23	98.00	12203.13	516.92	0.00	0.00	-31.22	42.77	-24.15

Figure 222 - Monthly Financial Report

The Monthly Financial Report provides a look at the Total Gross and Net sales for the location, coupled with the closeout totals for each date in the month selected. The primary purpose of the report is to assist with quickly identifying which days were the most productive for the location as well as spotting overages or shortages with the closeout for each day in the month.

The totals for each day are added together at the bottom of the mid section of the report as a monthly total. Because this section is compartmentalized, it is easy to identify Total Gross and Net, as well as the Gross and Net for product and service sales respectively. Taxes and gift certificate/card sales are also tracked separately.

The information in the closeout totals section is dependent on the closeout information entered under Manager Tab → Closeout. If the closeout for a particular date is incorrect, then it will throw off the total calculation at the end.

The closeout totals section also contains the Reported +/- and Actual +/- fields. These fields are used to determine if there was any data loss during the upload for the date in question. These two fields should always match in number.

Top 5 Discounts						
Day	Total	BOUNCE BACK $10 OFF COLOR	BOUNCE BACK $2.00 OFF CUT	BOUNCE BACK $2.00 OFF WAX	SENIOR CITIZEN	EMPLOYEE DISCOUNT
01 Sat	0.00	0.00	0.00	0.00	0.00	0.00
02 Sun	0.00	0.00	0.00	0.00	0.00	0.00
03 Mon	10.00	10.00	0.00	0.00	0.00	0.00
04 Tue	6.00	0.00	6.00	0.00	0.00	0.00
05 Wed	11.00	10.00	0.00	0.00	0.00	0.00
06 Thu	22.00	10.00	4.00	0.00	8.00	0.00
07 Fri	2.00	0.00	2.00	0.00	0.00	0.00
08 Sat	34.00	20.00	10.00	4.00	0.00	0.00
09 Sun	14.00	10.00	0.00	4.00	0.00	0.00
10 Mon	21.00	10.00	10.00	0.00	0.00	0.00
11 Tue	40.00	20.00	16.00	0.00	4.00	0.00
12 Wed	0.00	0.00	0.00	0.00	0.00	0.00
13 Thu	24.00	10.00	10.00	2.00	0.00	0.00
14 Fri	35.00	30.00	4.00	0.00	0.00	0.00
15 Sat	33.79	20.00	6.00	4.00	0.00	0.00
16 Sun	14.00	0.00	6.00	8.00	0.00	0.00
17 Mon	2.00	0.00	2.00	0.00	0.00	0.00
18 Tue	2.00	0.00	2.00	0.00	0.00	0.00
19 Wed	0.00	0.00	0.00	0.00	0.00	0.00
20 Thu	6.00	0.00	4.00	2.00	0.00	0.00
21 Fri	4.00	0.00	2.00	2.00	0.00	0.00
22 Sat	16.00	10.00	6.00	0.00	0.00	0.00
23 Sun	24.00	10.00	12.00	2.00	0.00	0.00
24 Mon	10.00	0.00	6.00	4.00	0.00	0.00
25 Tue	8.00	0.00	6.00	2.00	0.00	0.00
26 Wed	12.25	0.00	4.00	0.00	0.00	8.25
27 Thu	3.79	0.00	0.00	0.00	0.00	0.00
28 Fri	18.00	10.00	8.00	0.00	0.00	0.00
29 Sat	6.00	0.00	6.00	0.00	0.00	0.00
30 Sun	14.00	10.00	4.00	0.00	0.00	0.00
31 Mon	16.00	10.00	4.00	2.00	0.00	0.00
Totals	408.83	200.00	140.00	36.00	12.00	8.25

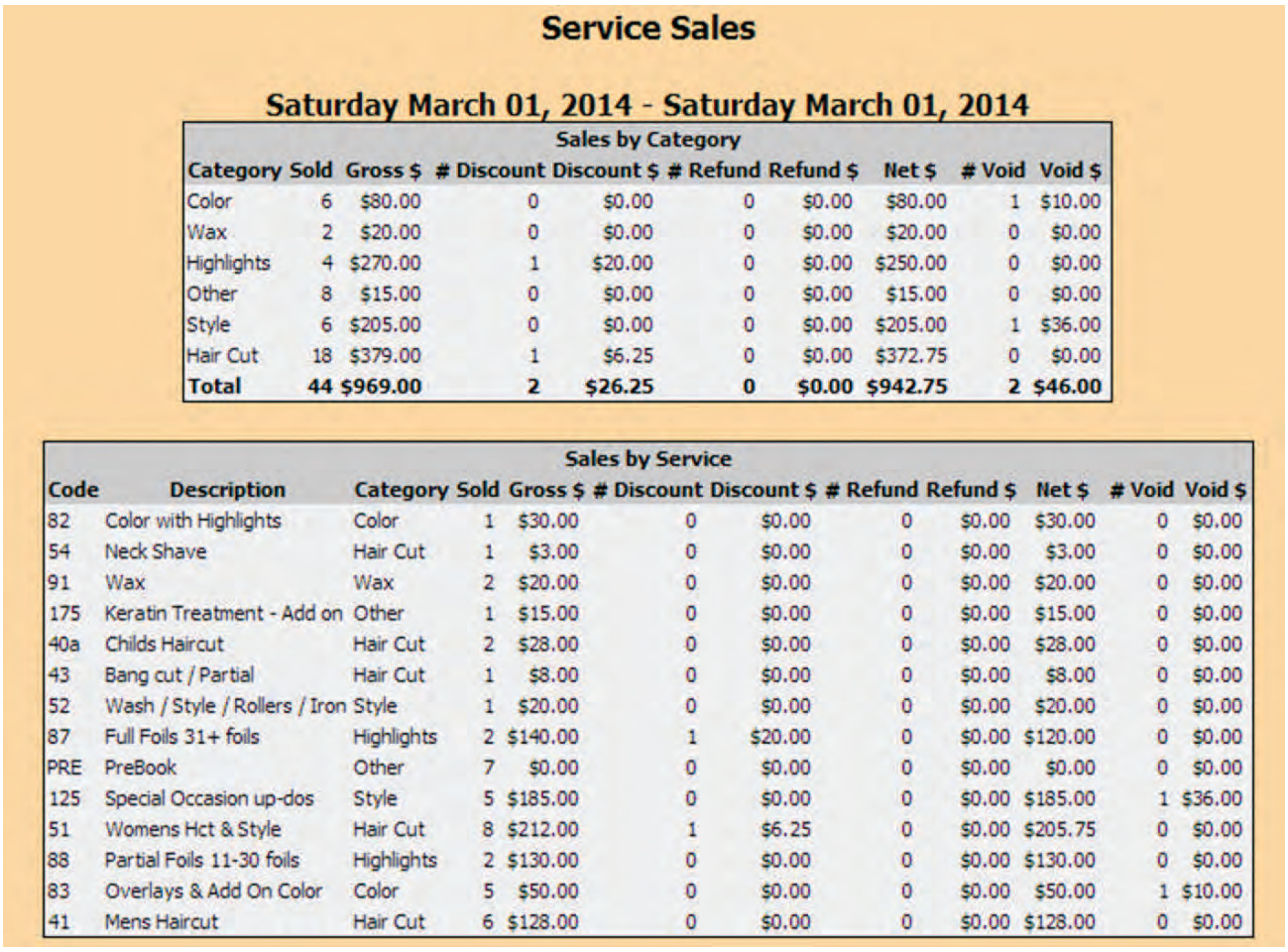
Figure 223 - Monthly Financial (Top 5 Discounts)

The last segment of the Monthly Financial Report is a list of the top 5 discounts used for the selected month. This sections displays the amount discounted for each day in the selected month, breaking it up by discount. At the end of the section, it lists the total amount discounted for the entire month by discount, and then combines the figure for the total amount discounted among the five.

Because this section is only based off of the top five discounts, the total amount discounted figure can potentially be less than the discount column provided in the top section of the report under service and product sales.

Service Sales

Reports Tab → Services → Service Sales



Service Sales

Saturday March 01, 2014 - Saturday March 01, 2014

Sales by Category

Category	Sold	Gross $	# Discount	Discount $	# Refund	Refund $	Net $	# Void	Void $
Color	6	$80.00	0	$0.00	0	$0.00	$80.00	1	$10.00
Wax	2	$20.00	0	$0.00	0	$0.00	$20.00	0	$0.00
Highlights	4	$270.00	1	$20.00	0	$0.00	$250.00	0	$0.00
Other	8	$15.00	0	$0.00	0	$0.00	$15.00	0	$0.00
Style	6	$205.00	0	$0.00	0	$0.00	$205.00	1	$36.00
Hair Cut	18	$379.00	1	$6.25	0	$0.00	$372.75	0	$0.00
Total	**44**	**$969.00**	**2**	**$26.25**	**0**	**$0.00**	**$942.75**	**2**	**$46.00**

Sales by Service

Code	Description	Category	Sold	Gross $	# Discount	Discount $	# Refund	Refund $	Net $	# Void	Void $
82	Color with Highlights	Color	1	$30.00	0	$0.00	0	$0.00	$30.00	0	$0.00
54	Neck Shave	Hair Cut	1	$3.00	0	$0.00	0	$0.00	$3.00	0	$0.00
91	Wax	Wax	2	$20.00	0	$0.00	0	$0.00	$20.00	0	$0.00
175	Keratin Treatment - Add on	Other	1	$15.00	0	$0.00	0	$0.00	$15.00	0	$0.00
40a	Childs Haircut	Hair Cut	2	$28.00	0	$0.00	0	$0.00	$28.00	0	$0.00
43	Bang cut / Partial	Hair Cut	1	$8.00	0	$0.00	0	$0.00	$8.00	0	$0.00
52	Wash / Style / Rollers / Iron	Style	1	$20.00	0	$0.00	0	$0.00	$20.00	0	$0.00
87	Full Foils 31+ foils	Highlights	2	$140.00	1	$20.00	0	$0.00	$120.00	0	$0.00
PRE	PreBook	Other	7	$0.00	0	$0.00	0	$0.00	$0.00	0	$0.00
125	Special Occasion up-dos	Style	5	$185.00	0	$0.00	0	$0.00	$185.00	1	$36.00
51	Womens Hct & Style	Hair Cut	8	$212.00	1	$6.25	0	$0.00	$205.75	0	$0.00
88	Partial Foils 11-30 foils	Highlights	2	$130.00	0	$0.00	0	$0.00	$130.00	0	$0.00
83	Overlays & Add On Color	Color	5	$50.00	0	$0.00	0	$0.00	$50.00	1	$10.00
41	Mens Haircut	Hair Cut	6	$128.00	0	$0.00	0	$0.00	$128.00	0	$0.00

Figure 224 - Service Sales Report

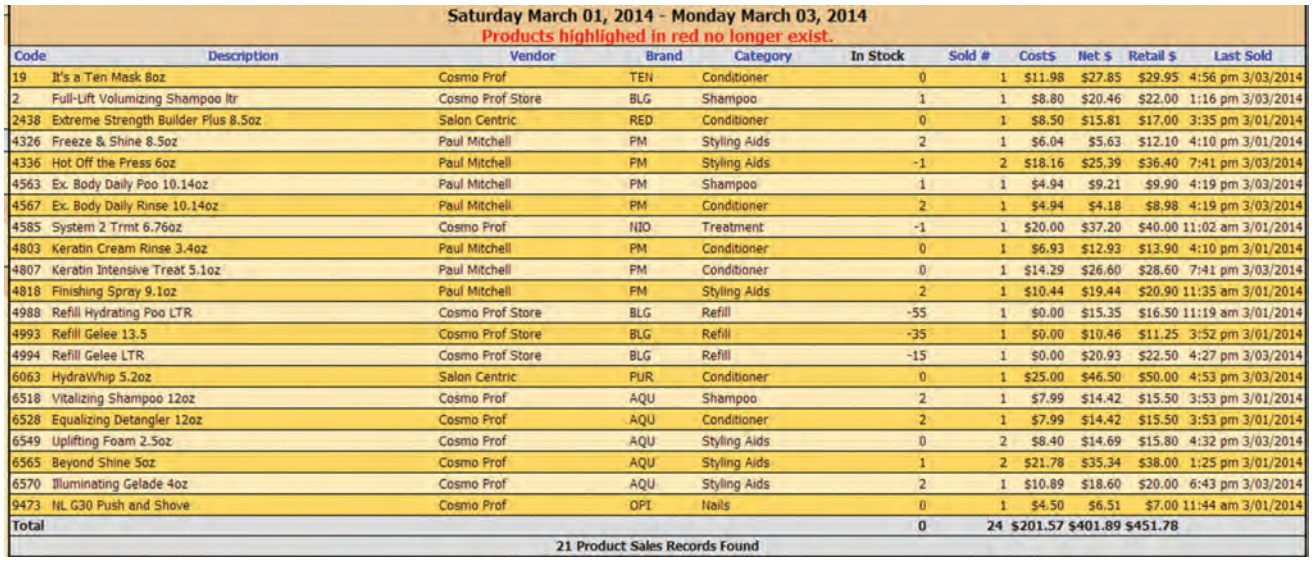
The Service Sales report provides a list of the services sold for the requested date range. The report is broken into two sections. The first section displays a list of services sold by category while the second section displays a list of the services sold by name.

Both sections provide an overview of gross and net income, as well as a list of refunds, discounts, and voids.

The Sales by Category section is susceptible to reporting incorrect data if a service's category is configured incorrectly. Because of this, it is important to make sure that services set up in the system are assigned to the right category.

Product Sales Report

Reports Tab → Products → Product Sales



Saturday March 01, 2014 - Monday March 03, 2014

Products highlighed in red no longer exist.

Code	Description	Vendor	Brand	Category	In Stock	Sold #	Costs	Net $	Retail $	Last Sold
19	It's a Ten Mask 8oz	Cosmo Prof	TEN	Conditioner	0	1	$11.98	$27.85	$29.95	4:56 pm 3/03/2014
2	Full-Lift Volumizing Shampoo ltr	Cosmo Prof Store	BLG	Shampoo	1	1	$8.80	$20.46	$22.00	1:16 pm 3/03/2014
2438	Extreme Strength Builder Plus 8.5oz	Salon Centric	RED	Conditioner	0	1	$8.50	$15.81	$17.00	3:35 pm 3/01/2014
4326	Freeze & Shine 8.5oz	Paul Mitchell	PM	Styling Aids	2	1	$6.04	$5.63	$12.10	4:10 pm 3/01/2014
4336	Hot Off the Press 6oz	Paul Mitchell	PM	Styling Aids	-1	2	$18.16	$25.39	$36.40	7:41 pm 3/03/2014
4563	Ex. Body Daily Poo 10.14oz	Paul Mitchell	PM	Shampoo	1	1	$4.94	$9.21	$9.90	4:19 pm 3/03/2014
4567	Ex. Body Daily Rinse 10.14oz	Paul Mitchell	PM	Conditioner	2	1	$4.94	$4.18	$8.98	4:19 pm 3/03/2014
4585	System 2 Trmt 6.76oz	Cosmo Prof	NIO	Treatment	-1	1	$20.00	$37.20	$40.00	11:02 am 3/01/2014
4803	Keratin Cream Rinse 3.4oz	Paul Mitchell	PM	Conditioner	0	1	$6.93	$12.93	$13.90	4:10 pm 3/01/2014
4807	Keratin Intensive Treat 5.1oz	Paul Mitchell	PM	Conditioner	0	1	$14.29	$26.60	$28.60	7:41 pm 3/03/2014
4818	Finishing Spray 9.1oz	Paul Mitchell	PM	Styling Aids	2	1	$10.44	$19.44	$20.90	11:35 am 3/01/2014
4988	Refill Hydrating Poo LTR	Cosmo Prof Store	BLG	Refill	-55	1	$0.00	$15.35	$16.50	11:19 am 3/01/2014
4993	Refill Gelee 13.5	Cosmo Prof Store	BLG	Refill	-35	1	$0.00	$10.46	$11.25	3:52 pm 3/01/2014
4994	Refill Gelee LTR	Cosmo Prof Store	BLG	Refill	-15	1	$0.00	$20.93	$22.50	4:27 pm 3/03/2014
6063	HydraWhip 5.2oz	Salon Centric	PUR	Conditioner	0	1	$25.00	$46.50	$50.00	4:53 pm 3/03/2014
6518	Vitalizing Shampoo 12oz	Cosmo Prof	AQU	Shampoo	2	1	$7.99	$14.42	$15.50	3:53 pm 3/01/2014
6528	Equalizing Detangler 12oz	Cosmo Prof	AQU	Conditioner	2	1	$7.99	$14.42	$15.50	3:53 pm 3/01/2014
6549	Uplifting Foam 2.5oz	Cosmo Prof	AQU	Styling Aids	0	2	$8.40	$14.69	$15.80	4:32 pm 3/03/2014
6565	Beyond Shine 5oz	Cosmo Prof	AQU	Styling Aids	1	2	$21.78	$35.34	$38.00	1:25 pm 3/01/2014
6570	Illuminating Gelade 4oz	Cosmo Prof	AQU	Styling Aids	2	1	$10.89	$18.60	$20.00	6:43 pm 3/03/2014
9473	NL G30 Push and Shove	Cosmo Prof	OPI	Nails	0	1	$4.50	$6.51	$7.00	11:44 am 3/01/2014
Total					0	24	$201.57	$401.89	$451.78	

21 Product Sales Records Found

Figure 225 - Product Sales Report

The Product Sales Report provides a list of products sold for the requested date range. The report has the ability to narrow the search results by vendor, brand, and category. The results can then be organized further by clicking on one of the blue headers at the top.

If a product was sold more than once during the requested date range, the Last Sold field displays the last time the product was sold during the displayed dates.

Aside from listing each product individually and the number of times it was sold, the report also adds together the total product cost for the displayed items, as well as the net worth they brought in as opposed to the retail value defined in their product setup. In the even discounts were used when the products were purchased, then Net and Retail will be different.

For all intents and purposes, Retail functions as Gross on the Product Sales report.

Product Sales Detail

Reports Tab → Products → Product Sales Detail

Date	Daily Id	Time	Brand	Product	Commission	Client	Qty	Disc $	Net $
3/01/2014	30	04:07 pm	PM	Freeze & Shine 8.5oz	House Sale	Quick Sale	1	$6.05	$6.05
3/01/2014	30	04:07 pm	PM	Keratin Cream Rinse 3.4oz	House Sale	Quick Sale	1	$0.00	$13.90
3/01/2014	28	03:53 pm	AQU	Vitalizing Shampoo 12oz	House Sale	Quick Sale	1	$0.00	$15.50
3/01/2014	28	03:53 pm	AQU	Equalizing Detangler 12oz	House Sale	Quick Sale	1	$0.00	$15.50
3/01/2014	27	03:51 pm	BLG	Refill Gelee 13.5	House Sale	Quick Sale	1	$0.00	$11.25
3/01/2014	19	01:19 pm	AQU	Beyond Shine 5oz	House Sale	Quick Sale	2	$0.00	$38.00
3/01/2014	17	11:58 am	RED	Extreme Strength Builder Plus 8.5oz	Dana Magnuson	Tracy Foreman	1	$0.00	$17.00
3/01/2014	16	11:34 am	PM	Finishing Spray 9.1oz	House Sale	Quick Sale	1	$0.00	$20.90
3/01/2014	14	11:18 am	BLG	Refill Hydrating Poo LTR	House Sale	Quick Sale	1	$0.00	$16.50
3/01/2014	12	11:01 am	NIO	System 2 Trmt 6.76oz	House Sale	Quick Sale	1	$0.00	$40.00
3/01/2014	11	10:57 am	PM	Hot Off the Press 6oz	Dana Magnuson	Delani Lyle	1	$0.00	$18.20
3/01/2014	11	10:57 am	OPI	NL G30 Push and Shove	Dana Magnuson	Delani Lyle	1	$0.00	$7.00
Totals:							**13**	**$6.05**	**$219.80**

Figure 226 - Product Sales Detail Report

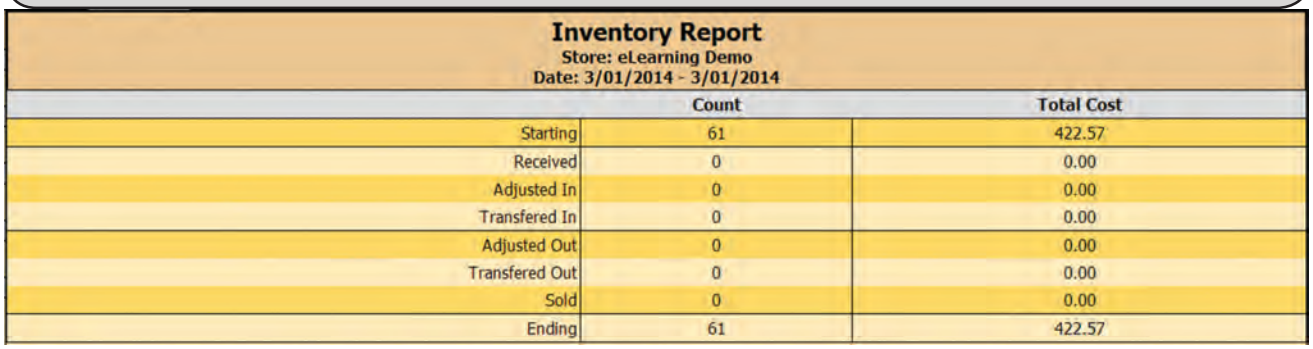
The Product Sales Detail report lists individual product sales for the requested date range. Along with each product sale is also the employee who sold the item as well as the customer who made the purchase. The time of the sale, as well as the ticket ID for the displayed date is also listed.

When the report is brought up, the option to display specific brands or all of them is available. The option to only show certain employees is also given.

This report is primarily used when it's necessary to identify employees who sold a particular item and when that item was purchased.

Inventory Report

Reports Tab → Products → Inventory



Inventory Report
Store: eLearning Demo
Date: 3/01/2014 - 3/01/2014

	Count	Total Cost
Starting	61	422.57
Received	0	0.00
Adjusted In	0	0.00
Transfered In	0	0.00
Adjusted Out	0	0.00
Transfered Out	0	0.00
Sold	0	0.00
Ending	61	422.57

Figure 227 - Inventory Report (Inventory View)

The Inventory Report is actually multiple reports combined, all designed to assist with managing Salon Inventory. In order to get the most out of the inventory report, it is important to make sure that the cost and retail value for each item is properly assigned, as well as the correct category. For information on configuring cost and retail for products in the SuperSalon system, please see "Products" on page 140.

Before the Inventory Report can be generated, a starting and ending date range must be selected. Most commonly, the start and end of the month are used, though this can be changed if the location has a different inventory cycle.

The first section that appears after selecting "Generate Report" is the "Inventory View". This view displays the starting inventory count and it's associated cost. If "Only Show Active Products" is set to Yes, then only items that are currently active and had an in stock count of 1 or higher for the start date range will be counted towards the starting inventory. If "Only Show Active..." is set to No, then products that are currently inactive, but you did possess at the time will be included in the count.

Listed below the Starting Inventory value is the Received, Adjusted In, and Transferred In values. These values are populated based on if any of the actions were performed between the Start and End date range. The cost associated with each action is also listed.

Next is Adjusted Out, Transferred Out, and Sold. These values are also populated based on of their corresponding actions were performed. The associated cost for them is listed as well.

The last section is the Ending Inventory Count. The associated cost for the Ending Inventory is also displayed.

Each header (Starting, Received, Adjusted In, Transferred In, Adjusted Out, Transferred Out, Sold, and Ending) is also a link to a full sized report for it's relevant topic. By selecting one, it will load another report within the inventory report providing a list of the products that are part of the count.

Each product that appears as part of it's relevant header break down can also be selected to provide a life time history of the product within the SuperSalon system. This product detail report will provide a list of all the inventory transactions that took place for the item.

Inventory Starting Report
Store:
Date: 3/01/2014 - 3/01/2014

Code	Description	In Stock	Total Cost	Total Retail
009531115832	Shampoo Tea Tree Lemon Sage Thickening	6	37.50	67.50
009531115795	Soy Sauce Conditioner	8	49.04	90.00
009531115740	Tea Tree Shampoo	5	30.65	55.00
SvS Gift	SvS Gift Card	5	0.00	125.00
009531119007	Hard Wired Spiking Glue	4	28.00	50.40
009531118772	Fiberglass Cookies	6	51.00	91.80
669316057100	Classic Trio	5	57.50	115.00
738678251461	Super Glue	6	30.00	30.00
009531118796	Barber's Classic Gum	10	85.00	153.00
738678250013	Boost	6	53.88	107.76
	Total	61	422.57	885.46

Received
Date: 3/03/2014 - 3/03/2014

Code	Date	Description	Info	Qty	Cost
155	3/03/2014	Powder Play .53oz	order	1	7.98
6573	3/03/2014	Transforming Paste 3.5oz	order	2	22.78
6529	3/03/2014	Equalizing Detangler 35oz	order	1	13.95
			Active Products	4	44.71

Adjusted In
Date: 3/03/2014 - 3/03/2014

Code	Date	Description	Info	Qty	Cost
3	3/03/2014	Full-Lift Volumizing Cond ltr	Inventory	1	10.40
6573	3/03/2014	Transforming Paste 3.5oz		2	22.78
			Active Products	3	33.18

Transfered In
Store: eLearning Demo
Date: 3/01/2011 - 3/01/2014

Code	Date	Description	Info	Qty	Cost
738678251461	12/19/2011	Super Glue	backbar	3	15.00
669316057100	10/15/2013	Classic Trio	In	1	11.50
			Active Products	4	26.50

Figure 228 - Inventory Report: Starting, Received, Adjusted In, and Transferred In detailed views

Adjusted Out
Store: eLearning Demo
Date: 3/01/2013 - 3/01/2014

Code	Date	Description	Info	Qty	Cost
009531118796	10/18/2013	Barber's Classic Gum	Count	2	17.00
009531115832	10/19/2013	Shampoo Tea Tree Lemon Sage Thickening	RE-SELLABLE RETURNS	3	18.75
669316057100	10/21/2013	Classic Trio	BREAK/DEFECTIVE	1	11.50
669316057100	10/22/2013	Classic Trio		5	57.50
009531115740	10/24/2013	Tea Tree Shampoo	Count	3	18.39
009531115740	10/24/2013	Tea Tree Shampoo	Count	3	18.39
669316057100	10/24/2013	Classic Trio	BREAK/DEFECTIVE	1	11.50
669316057100	10/24/2013	Classic Trio		3	34.50
			Active Products	21	187.51

Transfered Out
Store: eLearning Demo
Date: 3/01/2013 - 3/01/2014

Code	Date	Description	Info	Qty	Cost
669316057100	10/22/2013	Classic Trio	backbar	1	11.50
669316057100	10/24/2013	Classic Trio	backbar	1	11.50
			Active Products	2	23.00

Product Sales
Store: eLearning Demo
Date: 3/01/2013 - 3/01/2014

Code	Date	Description	Qty	Cost
009531115832	4/10/2013	Shampoo Tea Tree Lemon Sage Thickening	1	6.25
669316057100	7/08/2013	Classic Trio	1	11.50
009531115795	8/21/2013	Soy Sauce Conditioner	1	6.13
738678251461	8/21/2013	Super Glue	1	5.00
738678251461	8/30/2013	Super Glue	1	5.00
738678251461	8/30/2013	Super Glue	1	5.00
669316057100	10/17/2013	Classic Trio	1	11.50
669316057100	10/17/2013	Classic Trio	1	11.50
669316057100	10/17/2013	Classic Trio	1	11.50
669316057100	10/17/2013	Classic Trio	1	11.50
		Active Products	10	84.88
		Voids	**0**	
		Redos	**0**	
		Total	**10**	

Inventory Ending Report
Store: eLearning Demo
Date: 3/01/2013 - 3/01/2014

Code	Description	In Stock	Total Cost	Total Retail
009531115740	Tea Tree Shampoo	5	30.65	55.00
009531115795	Soy Sauce Conditioner	8	49.04	90.00
009531115832	Shampoo Tea Tree Lemon Sage Thickening	6	37.50	67.50
009531118772	Fiberglass Cookies	6	51.00	91.80
009531118796	Barber's Classic Gum	10	85.00	153.00
009531119007	Hard Wired Spiking Glue	4	28.00	50.40
669316057100	Classic Trio	5	57.50	115.00
738678250013	Boost	6	53.88	107.76
738678251461	Super Glue	6	30.00	30.00
SvS Gift	SvS Gift Card	5	0.00	125.00
	Total	**61**	**422.57**	**885.46**

Figure 229 - Inventory Report: Adjusted Out, Transferred Out, Product Sales, and Ending Inventory

Discount Usage

Reports Tab → Discounts → Discount Usage

Discount Usage - All Employees
Saturday March 01, 2014 - Monday March 10, 2014

Code	Description	Qty	Total $	New	Repeat	Unknown	% New
101	5% Recycle	12	$14.78	0	0	12	0.00%
127	25% Referral Card-Pass Me On	1	$4.50	1	0	0	100.00%
128	25% Post Card	2	$14.00	1	1	0	50.00%
206	$5 Military Discount	1	$5.00	0	1	0	0.00%
300	Generic Dollar Off	3	$30.00	1	2	0	33.33%
301	Generic Percent Off	11	$49.83	0	3	8	0.00%
304	$20 off color or hi-lite	1	$20.00	0	1	0	0.00%
GroupOn	GroupOn	2	$126.00	2	0	0	100.00%
PM	BOGO PM sale	15	$114.91	2	6	7	13.33%
Totals		**48**	**$379.02**	**7**	**14**	**27**	**14.58%**

Figure 230 - Discount Usage Report

The discount usage report provides a list of the discounts that were used during the date range requested. The report lists each discount individually as well as the number of times they were used. Included is also the number of "New" customers they were used on as well as "Repeat" customers, as well as the percentage of New customers who used the discount as opposed to Repeat visitors.

When the report is first brought up, the option to select a specific employee is also available. This allows the report runner to see which employees were using which discount.

Schedule Forecasting

Reports Tab → Payroll → Schedule Forecasting

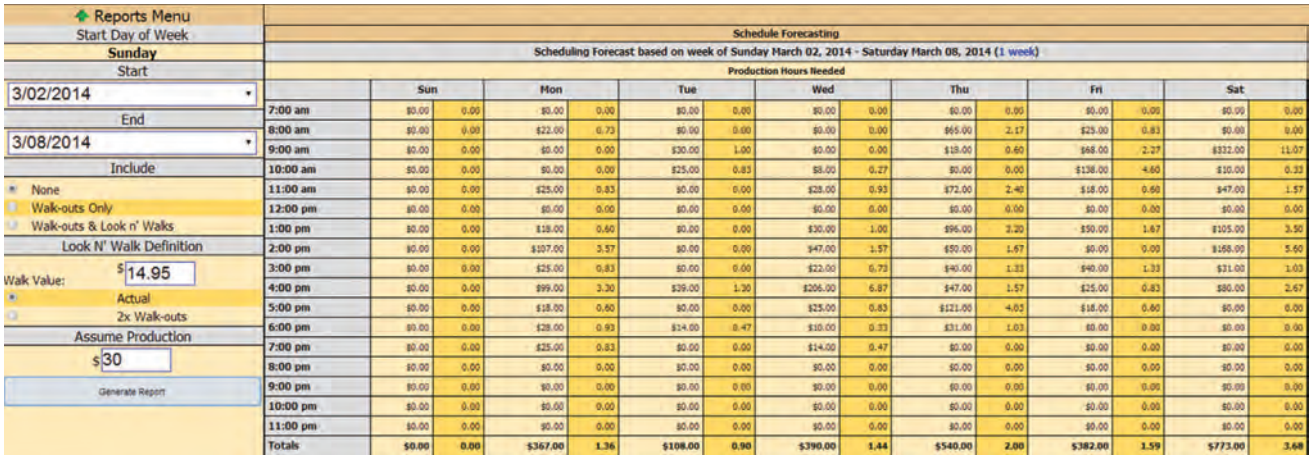


Figure 231 - Schedule Forecasting Report

The scheduling forecaster is designed to match staffing to customer flows. The Scheduling Forecaster uses past customer traffic to estimate future sales day by day. The estimated traffic is displayed in terms of estimated gross sales per hour and is then divided by the productivity goal to calculate the number of employees needed at any given time. Walk-outs and Look n' Walks can also be factored in.

The lightly shaded columns are gross estimated sales for the hour. This column is the average net sales generated from tickets started during that hour over the date range run. The darker shaded columns are the number of employees needed for the hour. It is calculated by dividing the number from the first column by the Assume Production rate entered prior to running the report. These are expressed in decimals. We know you cannot have 3.65 employees working, but you can round up or down according to your needs.

When running the report, the date range may be as long or as short as need, although it is recommended you run one for a similar period of time to the what you are considering scheduling for. An example of this would be looking at last year's holiday data when planning for the current year.

The Forecaster considers all past sales that occurred when the customer walked in, not when they were serviced. This allows the estimates to be based off of when the customer actually wanted to receive their service, not when it was actually received.

For the purposes of this report, walk-outs are considered tickets that were placed in waiting and then subsequently voided. Look N' Walks are customers who entered the salon but left before a ticket could be created. The walk value is the assumed loss the location is taking with each lost customer.

If you are unsure as to if you have accurately been keeping track of Look n' Walks ("Buttons Found in SuperSalon" on page 13) it is possible to multiply the walk-out value by 2. This will double the number of tickets that are considered lost for purposes of running the report.

The last variable is the Assume production rate. Enter what you assume to be a reasonable rate of production for your employees. The closer this number is to what your employees actually perform at, the better the results will be on the report.

If you are unsure as to what number to use, the Net Services a Hour section of Store Totals on the "Production Report", ran for the same date range as the schedule forecaster, provides an accurate view of what employee performance is at on average.

Timecard

Reports Tab → Payroll → Timecard

The Timecard Report keeps track of employee clock ins and outs. It provides a listing of how many hours an employee worked for the selected pay period, broken up by the individual day.

The Original Hours listing is how many hours the employee actually clocked in for, including overtime. The Regular Hours listing is how many hours they were clocked in for that did not go into overtime. Overtime hours is how many hours they worked that could be considered overtime. The Break listing is used for when automatic breaks are enabled or when one is entered in manually. It lists how long the break was for. Split Shifts lists split shift hours. Additional Hours is a listing of any additional time added (for whatever reason). Holiday and Vacation hours are also listed.

The Total Hours column is calculated by adding together all of the other columns with the exception of Original Hours. The Weekly Hours column is calculated based off of the regular hours time. If overtime after forty hours a week is enabled, any time that spills past that point will be considered overtime hours as well.

If there are any errors, the Timecard entry for the day will appear in red.

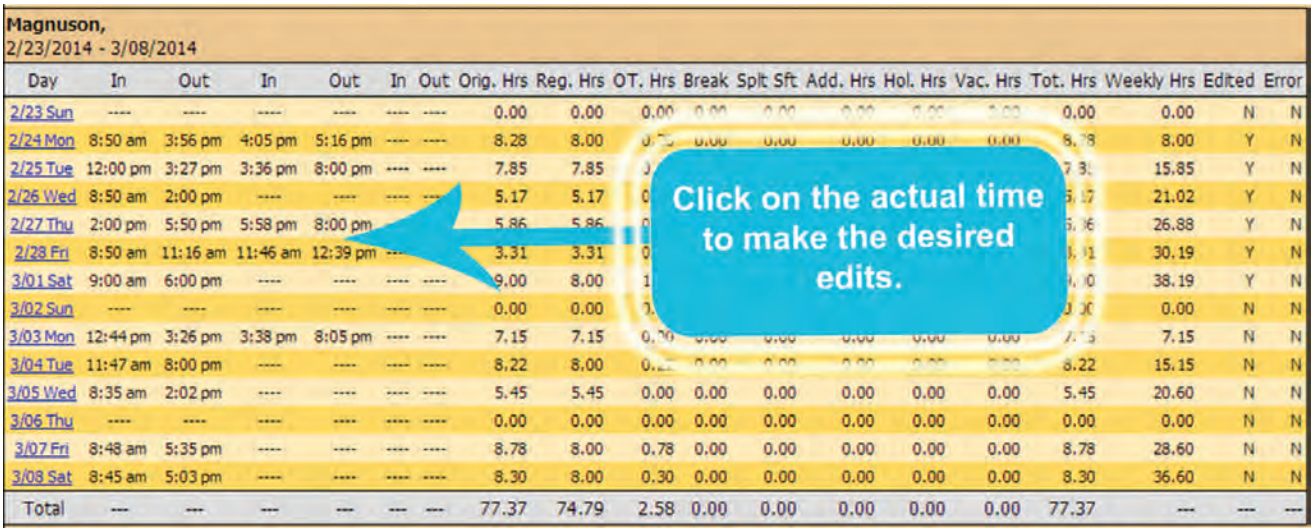
Finally, the report also lets you know if the entry for the day was edited.

Magnuson
3/02/2014 - 3/08/2014

Day	In	Out	In	Out	In	Out	Orig. Hrs	Reg. Hrs	OT. Hrs	Break	Split Sft	Add. Hrs	Hol. Hrs	Vac. Hrs	Tot. Hrs	Weekly Hrs	Edited	Error
3/02 Sun	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
3/03 Mon	12:44 pm	3:26 pm	3:38 pm	8:05 pm	----	----	7.15	7.15	0.00	0.00	0.00	0.00	0.00	0.00	7.15	7.15	N	N
3/04 Tue	11:47 am	8:00 pm	----	----	----	----	8.22	8.00	0.22	0.00	0.00	0.00	0.00	0.00	8.22	15.15	N	N
3/05 Wed	8:35 am	2:02 pm	----	----	----	----	5.45	5.45	0.00	0.00	0.00	0.00	0.00	0.00	5.45	20.60	N	N
3/06 Thu	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
3/07 Fri	8:48 am	5:35 pm	----	----	----	----	8.78	8.00	0.78	0.00	0.00	0.00	0.00	0.00	8.78	28.60	N	N
3/08 Sat	8:45 am	5:03 pm	----	----	----	----	8.30	8.00	0.30	0.00	0.00	0.00	0.00	0.00	8.30	36.60	N	N
Total	---	---	---	---	---	---	37.90	36.60	1.30	0.00	0.00	0.00	0.00	0.00	37.90	---	---	---

Figure 232 - Employee Timecard Report

Aside from displaying employee timeclock information, the report is also where you can make necessary changes to clock ins and outs. To do so, select the blue link representing the day under the requested payperiod after generating the report. This will take you the employee Timecard Detail View.



Day	In	Out	In	Out	In	Out	Orig. Hrs	Reg. Hrs	OT. Hrs	Break	Split Sft	Add. Hrs	Hol. Hrs	Vac. Hrs	Tot. Hrs	Weekly Hrs	Edited	Error
2/23 Sun	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
2/24 Mon	8:50 am	3:56 pm	4:05 pm	5:16 pm	----	----	8.28	8.00	0.28	0.00	0.00	0.00	0.00	0.00	8.28	8.00	Y	N
2/25 Tue	12:00 pm	3:27 pm	3:36 pm	8:00 pm	----	----	7.85	7.85	0.00	0.00	0.00	0.00	0.00	0.00	7.85	15.85	Y	N
2/26 Wed	8:50 am	2:00 pm	----	----	----	----	5.17	5.17	0.00	0.00	0.00	0.00	0.00	0.00	5.17	21.02	Y	N
2/27 Thu	2:00 pm	5:50 pm	5:58 pm	8:00 pm	----	----	5.86	5.86	0.00	0.00	0.00	0.00	0.00	0.00	5.86	26.88	Y	N
2/28 Fri	8:50 am	11:16 am	11:46 am	12:39 pm	----	----	3.31	3.31	0.00	0.00	0.00	0.00	0.00	0.00	3.31	30.19	Y	N
3/01 Sat	9:00 am	6:00 pm	----	----	----	----	9.00	8.00	1.00	0.00	0.00	0.00	0.00	0.00	9.00	38.19	Y	N
3/02 Sun	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
3/03 Mon	12:44 pm	3:26 pm	3:38 pm	8:05 pm	----	----	7.15	7.15	0.00	0.00	0.00	0.00	0.00	0.00	7.15	7.15	N	N
3/04 Tue	11:47 am	8:00 pm	----	----	----	----	8.22	8.00	0.22	0.00	0.00	0.00	0.00	0.00	8.22	15.15	N	N
3/05 Wed	8:35 am	2:02 pm	----	----	----	----	5.45	5.45	0.00	0.00	0.00	0.00	0.00	0.00	5.45	20.60	N	N
3/06 Thu	----	----	----	----	----	----	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	N	N
3/07 Fri	8:48 am	5:35 pm	----	----	----	----	8.78	8.00	0.78	0.00	0.00	0.00	0.00	0.00	8.78	28.60	N	N
3/08 Sat	8:45 am	5:03 pm	----	----	----	----	8.30	8.00	0.30	0.00	0.00	0.00	0.00	0.00	8.30	36.60	N	N
Total	---	---	---	---	---	---	77.37	74.79	2.58	0.00	0.00	0.00	0.00	0.00	77.37	---	---	---

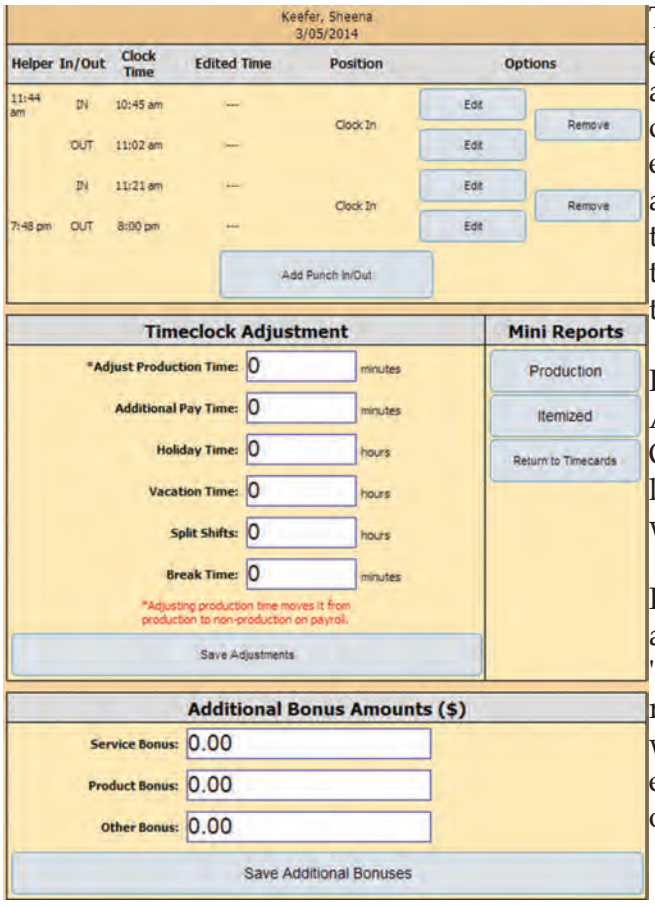


Figure 233 - Employee Timecard Detail

The Employee Timecard Detail View allows quick edits to employee clock in and outs. In and Outs appear as sets. In the event an employee forgets to clock out, set the Edit button next to the relevant out entry. The Edit button changes into a save button and a text box appears next to the out entry. This allows the user to enter in the desired clock out time. Once the desired time has been input into the system, select the Save button.

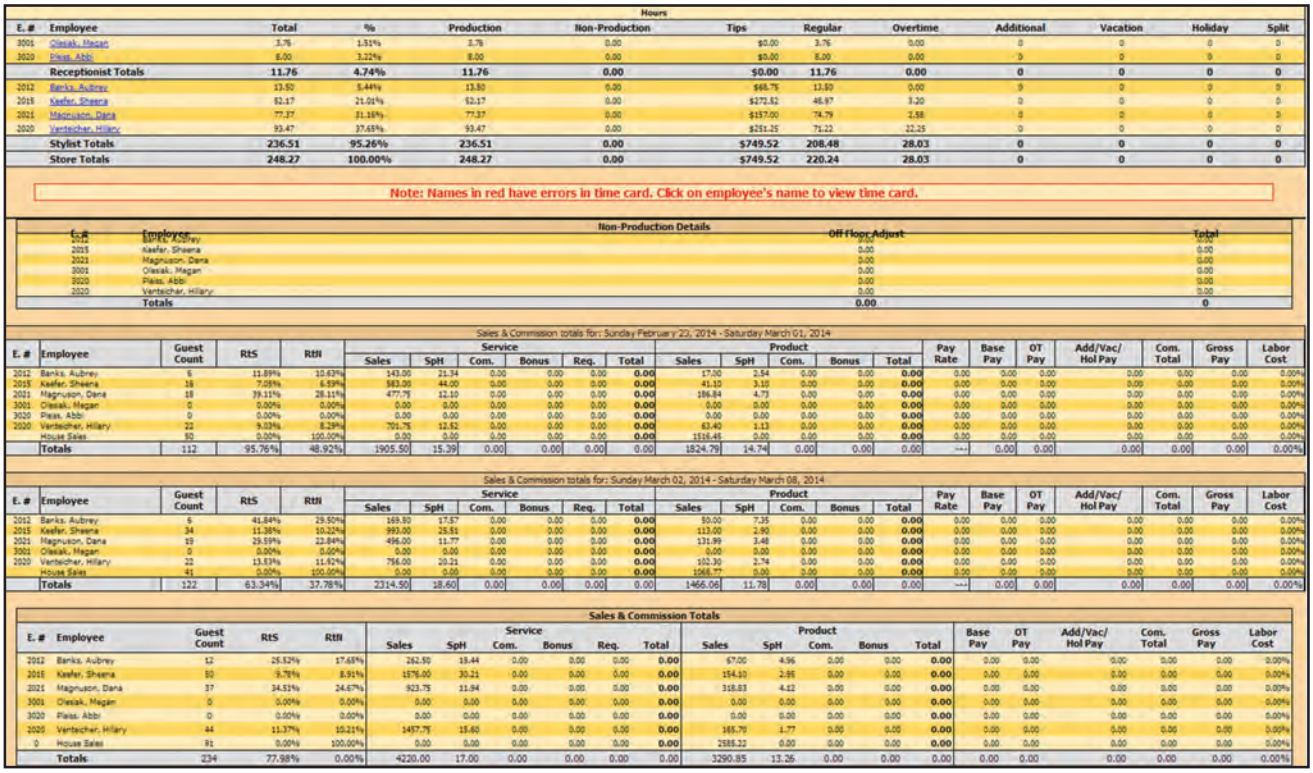
If an employee forgot to clock in for the day, select the Add Punch In/Out button. This will create an In and Out set. From there, follow the same steps that were listed above to enter the time the employee started work and then left.

If you are unsure as to what time the employee actually started working, there is a field called the "Helper" that displays the first time the employee was recorded as having done something in the system as well as the last time. This can also assist with spotting employees who may be under performing or staying on the clock for longer than they should be.

The Timecard Detail Screen allows additional adjustments to be made to employee time. All of the adjustments are considered Non-Production for purposes of payroll. Break Time will actually reduce an employee's hours for the selected date while Adjust Production Time shifts the entered time from their Production hours to Non-Production.

Payroll

Reports Tab → Payroll → Payroll



Hours

E. #	Employee	Total	%	Production	Non-Production	Tips	Regular	Overtime	Additional	Vacation	Holiday	Split
3001	Olesak, Megan	3.76	1.51%	3.76	0.00	$0.00	3.76	0.00	0	0	0	0
3020	Pleas, Abbi	8.00	3.22%	8.00	0.00	$0.00	8.00	0.00	0	0	0	0
	Receptionist Totals	**11.76**	**4.74%**	**11.76**	**0.00**	**$0.00**	**11.76**	**0.00**	**0**	**0**	**0**	**0**
2012	Banks, Aubrey	13.50	5.44%	13.50	0.00	$68.75	13.50	0.00	0	0	0	0
2015	Keefer, Sheena	52.17	21.01%	52.17	0.00	$272.82	46.97	3.20	0	0	0	0
2021	Magnuson, Dana	77.37	31.16%	77.37	0.00	$157.00	74.79	2.58	0	0	0	0
2020	Vantelcher, Hilary	93.47	37.65%	93.47	0.00	$251.25	71.22	22.25	0	0	0	0
	Stylist Totals	**236.51**	**95.26%**	**236.51**	**0.00**	**$749.52**	**208.48**	**28.03**	**0**	**0**	**0**	**0**
	Store Totals	**248.27**	**100.00%**	**248.27**	**0.00**	**$749.52**	**220.24**	**28.03**	**0**	**0**	**0**	**0**

Note: Names in red have errors in time card. Click on employee's name to view time card.

Non-Production Details

E. #	Employee	Off Floor Adjust	Total
2012	Banks, Aubrey	0.00	0.00
2015	Keefer, Sheena	0.00	0.00
2021	Magnuson, Dana	0.00	0.00
3001	Olesak, Megan	0.00	0.00
3020	Pleas, Abbi	0.00	0.00
2020	Vantelcher, Hilary	0.00	0.00
	Totals	**0.00**	**0**

Sales & Commission totals for: Sunday February 23, 2014 - Saturday March 01, 2014

E. #	Employee	Guest Count	RtS	RtH	Service Sales	Service SpH	Service Com.	Service Bonus	Service Req.	Service Total	Product Sales	Product SpH	Product Com.	Product Bonus	Product Total	Pay Rate	Base Pay	OT Pay	Add/Vac/ Hol Pay	Com. Total	Gross Pay	Labor Cost
2012	Banks, Aubrey	6	11.89%	10.63%	143.00	21.34	0.00	0.00	0.00	0.00	17.00	2.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2015	Keefer, Sheena	18	7.05%	6.59%	583.00	44.00	0.00	0.00	0.00	0.00	41.10	3.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2021	Magnuson, Dana	18	39.11%	28.11%	477.75	12.10	0.00	0.00	0.00	0.00	186.84	4.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3001	Olesak, Megan	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3020	Pleas, Abbi	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2020	Vantelcher, Hilary	22	9.03%	8.29%	701.75	12.52	0.00	0.00	0.00	0.00	63.40	1.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
	House Sales	90	0.00%	100.00%	0.00	0.00	0.00	0.00	0.00	0.00	1516.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
	Totals	112	95.76%	48.92%	1905.50	15.39	0.00	0.00	0.00	0.00	1824.79	14.74	0.00	0.00	0.00	---	0.00	0.00	0.00	0.00	0.00	0.00%

Sales & Commission totals for: Sunday March 02, 2014 - Saturday March 08, 2014

E. #	Employee	Guest Count	RtS	RtH	Service Sales	Service SpH	Service Com.	Service Bonus	Service Req.	Service Total	Product Sales	Product SpH	Product Com.	Product Bonus	Product Total	Pay Rate	Base Pay	OT Pay	Add/Vac/ Hol Pay	Com. Total	Gross Pay	Labor Cost
2012	Banks, Aubrey	6	41.84%	29.50%	169.50	17.57	0.00	0.00	0.00	0.00	50.00	7.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2015	Keefer, Sheena	34	11.36%	10.22%	993.00	25.51	0.00	0.00	0.00	0.00	113.00	2.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2021	Magnuson, Dana	19	29.59%	22.84%	496.00	11.77	0.00	0.00	0.00	0.00	131.99	3.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3001	Olesak, Megan	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2020	Vantelcher, Hilary	22	13.83%	11.92%	756.00	20.21	0.00	0.00	0.00	0.00	102.30	2.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
	House Sales	41	0.00%	100.00%	0.00	0.00	0.00	0.00	0.00	0.00	1066.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
	Totals	122	63.34%	37.78%	2314.50	18.60	0.00	0.00	0.00	0.00	1466.06	11.78	0.00	0.00	0.00	---	0.00	0.00	0.00	0.00	0.00	0.00%

Sales & Commission Totals

E. #	Employee	Guest Count	RtS	RtH	Service Sales	Service SpH	Service Com.	Service Bonus	Service Req.	Service Total	Product Sales	Product SpH	Product Com.	Product Bonus	Product Total	Base Pay	OT Pay	Add/Vac/ Hol Pay	Com. Total	Gross Pay	Labor Cost
2012	Banks, Aubrey	12	25.52%	17.65%	262.50	19.44	0.00	0.00	0.00	0.00	67.00	4.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2015	Keefer, Sheena	50	9.78%	8.91%	1576.00	30.21	0.00	0.00	0.00	0.00	154.10	2.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2021	Magnuson, Dana	37	34.51%	24.67%	923.75	11.94	0.00	0.00	0.00	0.00	318.83	4.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3001	Olesak, Megan	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3020	Pleas, Abbi	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2020	Vantelcher, Hilary	44	11.37%	10.21%	1457.75	15.60	0.00	0.00	0.00	0.00	165.70	1.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
0	House Sales	91	0.00%	100.00%	0.00	0.00	0.00	0.00	0.00	0.00	2585.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
	Totals	234	77.98%	0.00%	4220.00	17.00	0.00	0.00	0.00	0.00	3290.85	13.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%

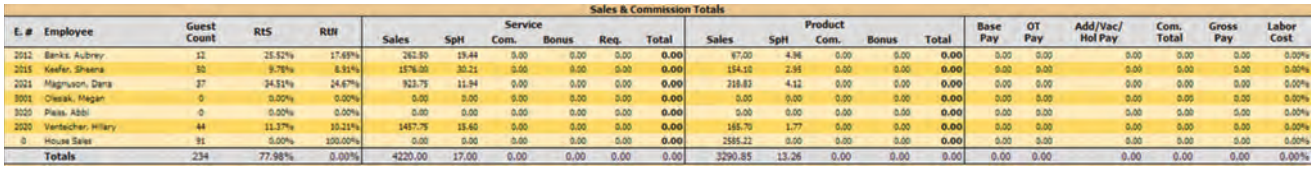
Figure 234 - Payroll Report

The payroll report is designed to calculate how much money your employees are owed at the end of each payperiod. The report is broken down into three sections.

The first section of the payroll report lists employee hours for the selected date range. Employees who are considered receptionists (those who are not set to "Performs Services" in their employee setup) are listed first. A total of their hours and the percentage of the total hours worked which belong to this particular group is then listed. After the receptionists are listed, the next group listed are stylist. The stylist grouping consists of employees who are enabled to perform services in their employee setup. Like the receptionist group, this group also provides a total list of hours and the percentage of hours which belong to their subset.

The next section of the report is referred to non-production details. This section provides a listing of Off Floor Adjustments. Off Floor Adjustments come from the "Adjust Production Time" section of the Employee Timecard Detail screen. These adjustments are already calculated into the store employee hours listed in the first section. This particular area of the report is purely for convenience.

The last section of the report is the Sales & Commission totals. This section of the report actually lists the amount owed to each employee as part of the service and product sale breakdown. Unlike the other sections of the report, this section could be considered four separate parts.



Sales & Commission Totals

E. #	Employee	Guest Count	RtS	RtN	Service						Product					Base Pay	OT Pay	Add/Vac/ Hol Pay	Com. Total	Gross Pay	Labor Cost
					Sales	SpH	Com.	Bonus	Req.	Total	Sales	SpH	Com.	Bonus	Total						
2012	Banks, Aubrey	12	25.52%	17.69%	262.50	19.44	0.00	0.00	0.00	0.00	67.00	4.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2015	Keefer, Sheena	10	9.76%	8.91%	1576.00	30.21	0.00	0.00	0.00	0.00	154.10	2.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2021	Magnuson, Dana	37	34.51%	24.67%	923.75	11.94	0.00	0.00	0.00	0.00	218.83	4.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3001	Olesak, Megan	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
3020	Pass, Abbi	0	0.00%	0.00%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
2020	Vertecher, Hilary	44	11.37%	10.21%	1457.75	15.60	0.00	0.00	0.00	0.00	165.70	1.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
0	House Sales	91	0.00%	100.00%	0.00	0.00	0.00	0.00	0.00	0.00	2585.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
	Totals	234	77.98%	0.00%	4220.00	17.00	0.00	0.00	0.00	0.00	3290.85	13.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%

The first part lists the employee information: Employee ID, Name, Total Number of Guests assisted (pulled from their ticket count), their "Retail to Service [Net] (RtS)" and "Retail to Net (RTN)".

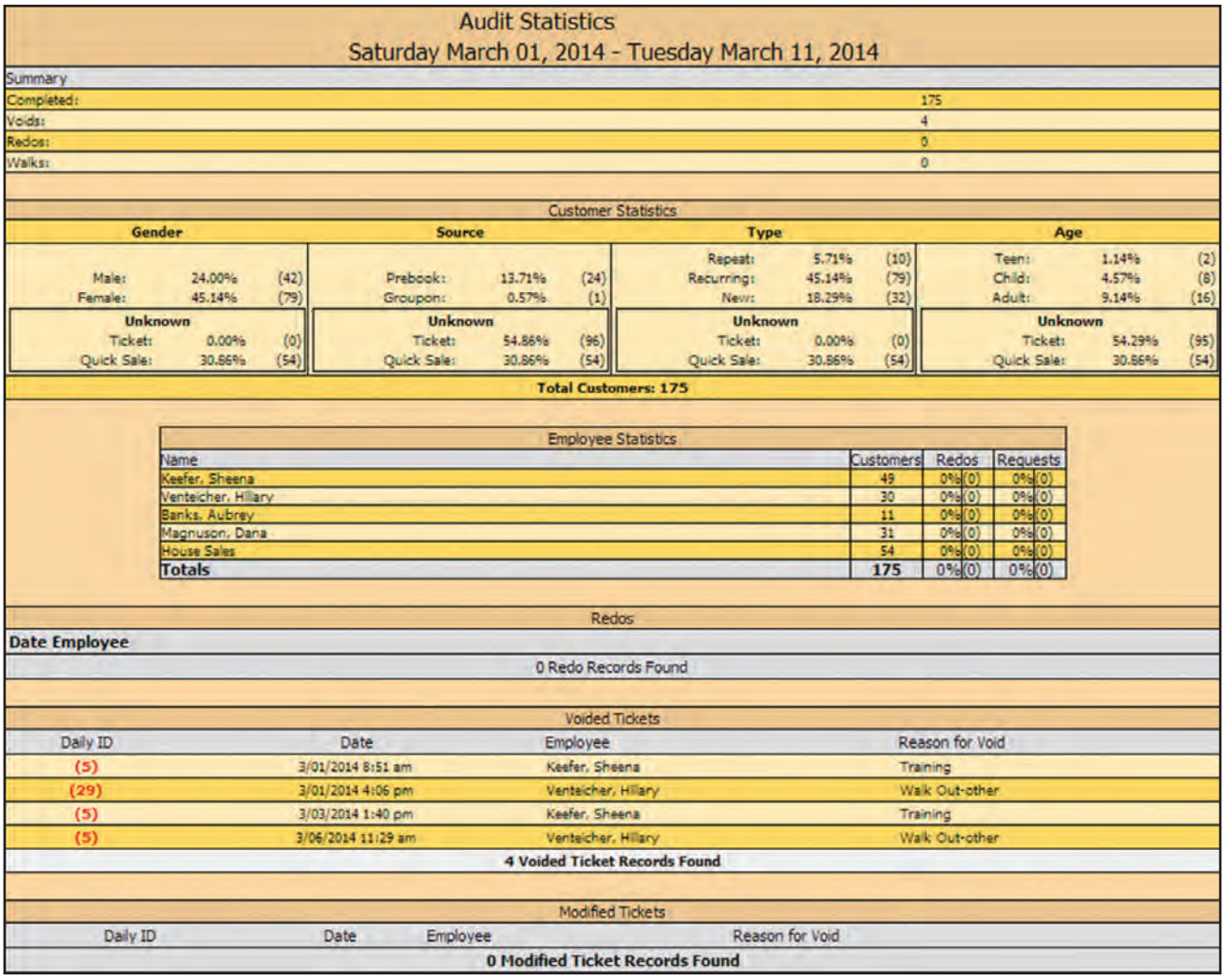
The next segment is their service totals: Sales (also known as service "Commission"), "Sales Per Hour (SpH)", Commission generated from any commission plans assigned to the employee (the commission plans in question calculate their data based off of the service sales amount listed in this section), Bonuses (also from any relevant commission plans), Request bonuses, and then a total of Com., Bonus, and Req.

The next segment is their product totals: Sales (also known as product "Commission"), "SpH (Sales Per Hour)", Commission generated from any commission plans assigned to the employee (the commission plans in question calculate their data based off of the service sales amount listed in this section), Bonuses (also from any relevant commission plans), and then a total of Com., and Bonus.

The last segment is the actual amount due to employees. The pay rate listed is the same one as in their individual employee setup. The base pay itself is calculated by multiplying their pay rate by their non production and production hours. If there are different pay rates for the two hours, then they are calculated separately and then added together. Overtime pay is added to another column, along with additional hours, vacation hours, and holiday pay. The next segment is their commission total which is a combination of both service and product commission generated from plans assigned to the employee. Next to last is the Gross pay which is Base pay + Add/Vac/Hol Pay + Com (if combine Commission and Base is turned on). OT must be added in separately. Labor Cost is generated by dividing the salon net sales by their gross pay.

Audit Statistics

Reports Tab → Audit → Statistics



Audit Statistics
Saturday March 01, 2014 - Tuesday March 11, 2014

Summary

Completed:	175
Voids:	4
Redos:	0
Walks:	0

Customer Statistics

Gender			Source			Type			Age		
Male:	24.00%	(42)	Prebook:	13.71%	(24)	Repeat:	5.71%	(10)	Teen:	1.14%	(2)
Female:	45.14%	(79)	Groupon:	0.57%	(1)	Recurring:	45.14%	(79)	Child:	4.57%	(8)
Unknown			Unknown			New:	18.29%	(32)	Adult:	9.14%	(16)
Ticket:	0.00%	(0)	Ticket:	54.86%	(96)	Unknown			Unknown		
Quick Sale:	30.86%	(54)	Quick Sale:	30.86%	(54)	Ticket:	0.00%	(0)	Ticket:	54.29%	(95)
						Quick Sale:	30.86%	(54)	Quick Sale:	30.86%	(54)

Total Customers: 175

Employee Statistics

Name	Customers	Redos	Requests
Keefer, Sheena	49	0% (0)	0% (0)
Venteicher, Hillary	30	0% (0)	0% (0)
Banks, Aubrey	11	0% (0)	0% (0)
Magnuson, Dana	31	0% (0)	0% (0)
House Sales	54	0% (0)	0% (0)
Totals	**175**	0% (0)	0% (0)

Redos

Date	Employee

0 Redo Records Found

Voided Tickets

Daily ID	Date	Employee	Reason for Void
(5)	3/01/2014 8:51 am	Keefer, Sheena	Training
(29)	3/01/2014 4:06 pm	Venteicher, Hillary	Walk Out-other
(5)	3/03/2014 1:40 pm	Keefer, Sheena	Training
(5)	3/06/2014 11:29 am	Venteicher, Hillary	Walk Out-other

4 Voided Ticket Records Found

Modified Tickets

Daily ID	Date	Employee	Reason for Void

0 Modified Ticket Records Found

Figure 235 - Audit Statistics Report

The Audit Statistics Report is designed to provide an extremely quick overview of employee performance. The first section of the report lists the completed ticket total for the requested date range, along with the number of voids, redoes, and walks (customers who were in waiting and then voided).

The next section is a list of various customer statistics followed by a section of employee statistics. These statistics list the number of customers each employee assisted as well as their redo and request percentages.

The last segment of the report lists the actual redo tickets along with voids and modified tickets.

Mini-Reports

Reports Tab → Mini-Reports → Select a Report

SuperSalon acknowledges that not every location may have access to a full size printer or that sometimes employees simply want a quick look at their own, or perhaps the salon performance. Because of this, the Mini-Reports are designed to print out of any of the supported SuperSalon receipt printers. While these reports may not offer as much information or customization as their full size counterparts, they are designed to be extremely accessible for locations that wish to use them. For convenience, each report can either be printed out by selecting print report button, or it can be displayed directly to screen by selecting generate report.

Mini Production Report
The Mini Production Report provides a truncated form of the information found on it's full size counterpart. The miniature version of the report allows the user to select individually employees to run it for, or all of them.

Product Count List
The Mini Product Count List report provides a list of existing product counts. Next to each count is a small box that can be used to write down annotations to assist with keeping track of salon inventory.

Product Price List
The Mini Product Price list provides a list of all active products and their associated retail price.

Salon Sales
The Mini Salon Sales report lists salon Service and Product net sales for the requested date range along with the total amount of discounts. The report also lists customer statistics, service category sales figures, and product brand sales figures.

Stylist Stats
The Mini Stylist Stats report lists the selected employee's Gross Services a Hour, their Retail to Net percentage, their Gross Services value, their Net Retail value, and their ticket average.

Tip Detail
The Mini Tip Detail report lists tips received by the selected employee during the requested date range.

Services List
The Mini Services List report provides a list of all services configured in the location along with their associated price value.

Transaction
The Mini Transaction Report is actually broken into segments. Because this report can easily take a while to compile the requested information, it is suggested that it be ran for date ranges consisting of one day at a time.

The first section of this report provides the location deposit information for the requested date range. The next section is a listing of the sales done, in Net, for the requested date range.

After the location sales are listed, the report then proceeds to list out the Net and Commission sales stats for each employee who worked during the requested date range. The information here is the same as what would be provided on the production report for the same date range, albeit in a truncated form. After each employee is listed, the store totals are provided.

The Last section of the Mini Transaction Report displays every single service that was sold during the requested date range. The number of services sold along with their Gross and Net value is listed, coupled with any discounts and refunds as well. After each service is listed, the service totals are provided.

Timecard
The Mini Timecard report provides a list of clock in and outs for the requested employee during the requested pay period. Each day of the pay period is listed along with any associated clock in and outs. At the bottom of each employee listing is their total production and Non-Production hours.

Technician Daily Sales

Reports Tab → Technician Daily Sales

House Sale			Saturday March 01, 2014					
Daily ID	Date/Time	Guest	Type	Description	Qty	Orig. Price	Sale Price	Line Total
2	3/01/2014 8:51 am	Michelle Walton	Service	REQUEST	1	$0.00	$0.00	$0.00
3	3/01/2014 8:51 am	Cheryl Larkins	Service	REQUEST	1	$0.00	$0.00	$0.00
4	3/01/2014 8:51 am	Mersades Walton	Service	REQUEST	1	$0.00	$0.00	$0.00
12	3/01/2014 11:01 am	Quick Sale	Sale	System 2 Trmt 6.76oz	1	$40.00	$40.00	$40.00
14	3/01/2014 11:18 am	Quick Sale	Sale	Refill Hydrating Poo LTR	1	$16.50	$16.50	$16.50
16	3/01/2014 11:34 am	Quick Sale	Sale	Finishing Spray 9.1oz	1	$20.90	$20.90	$20.90
19	3/01/2014 1:19 pm	Quick Sale	Sale	Beyond Shine 5oz	1	$19.00	$19.00	$19.00
			Sale	Beyond Shine 5oz	1	$19.00	$19.00	$19.00
27	3/01/2014 3:51 pm	Quick Sale	Sale	Refill Gelee 13.5	1	$11.25	$11.25	$11.25
28	3/01/2014 3:53 pm	Quick Sale	Sale	Equalizing Detangler 12oz	1	$15.50	$15.50	$15.50
			Sale	Vitalizing Shampoo 12oz	1	$15.50	$15.50	$15.50
30	3/01/2014 4:07 pm	Quick Sale	Sale	Freeze & Shine 8.5oz	1	$12.10	$6.05	$6.05
			Sale	Keratin Cream Rinse 3.4oz	1	$13.90	$13.90	$13.90
31	3/01/2014 4:14 pm	Olivia Schwickerath	Service	REQUEST	1	$0.00	$0.00	$0.00
32	3/01/2014 4:36 pm	Jazmin Schwickerath	Service	REQUEST	1	$0.00	$0.00	$0.00
34	3/01/2014 5:07 pm	Carey Schwickerath	Service	REQUEST	1	$0.00	$0.00	$0.00

Services Sales:	$0.00	Total Gratuity:	$0.00
Retail Sales:	$177.60	Total Gift Card:	$0.00
TOTAL Sales:	$177.60	Total Other:	$0.00

Figure 236 - Technician Daily Sales Report

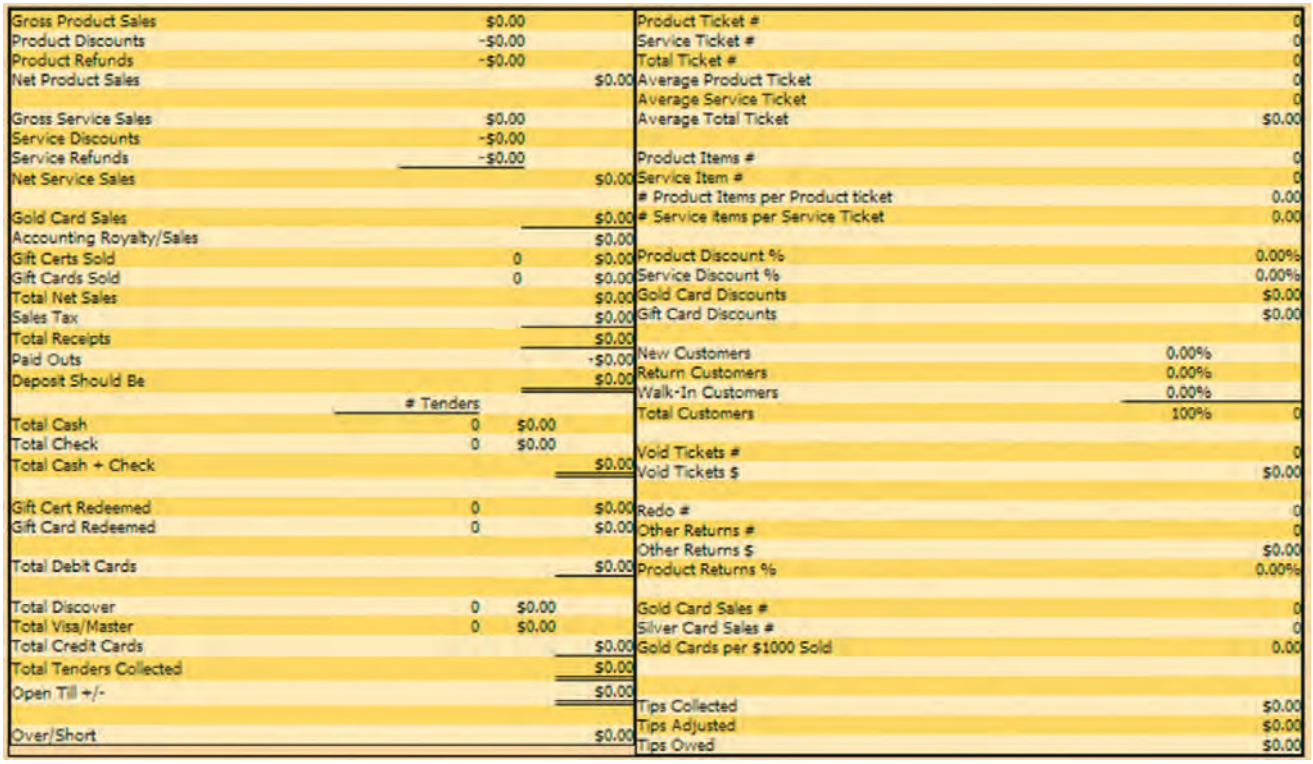
The Technician Daily Sales Report provides a list of the tickets completed at the location along with the employee who completed it. By default, the report will display every employee, but a filter is provided to only display select technicians.

The report separates the individual line items on each ticket and displays them in their own row. It combines any discounts that were attached to the item at the time of sale to the entry that appears on the report.

At the bottom of the report is a listing of the net sales for all the displayed line items as well as the total amount of tips credited to employees.

Reconcile Summary

Reports Tab → Retail → Reconcile Summary



Gross Product Sales		$0.00		Product Ticket #		0
Product Discounts		-$0.00		Service Ticket #		0
Product Refunds		-$0.00		Total Ticket #		0
Net Product Sales			$0.00	Average Product Ticket		0
				Average Service Ticket		0
Gross Service Sales		$0.00		Average Total Ticket		$0.00
Service Discounts		-$0.00				
Service Refunds		-$0.00		Product Items #		0
Net Service Sales			$0.00	Service Item #		0
				# Product Items per Product ticket		0.00
Gold Card Sales			$0.00	# Service items per Service Ticket		0.00
Accounting Royalty/Sales			$0.00			
Gift Certs Sold		0	$0.00	Product Discount %		0.00%
Gift Cards Sold		0	$0.00	Service Discount %		0.00%
Total Net Sales			$0.00	Gold Card Discounts		$0.00
Sales Tax			$0.00	Gift Card Discounts		$0.00
Total Receipts			$0.00			
Paid Outs			-$0.00	New Customers	0.00%	
Deposit Should Be			$0.00	Return Customers	0.00%	
	# Tenders			Walk-In Customers	0.00%	
Total Cash	0	$0.00		Total Customers	100%	0
Total Check	0	$0.00				
Total Cash + Check			$0.00	Void Tickets #		0
				Void Tickets $		$0.00
Gift Cert Redeemed	0		$0.00			
Gift Card Redeemed	0		$0.00	Redo #		0
				Other Returns #		0
Total Debit Cards			$0.00	Other Returns $		$0.00
				Product Returns %		0.00%
Total Discover	0	$0.00				
Total Visa/Master	0	$0.00		Gold Card Sales #		0
Total Credit Cards			$0.00	Silver Card Sales #		0
Total Tenders Collected			$0.00	Gold Cards per $1000 Sold		0.00
Open Till +/-			$0.00			
				Tips Collected		$0.00
Over/Short			$0.00	Tips Adjusted		$0.00
				Tips Owed		$0.00

Figure 237 - Reconcile Summary Report

The Reconcile Summary Report is another one of our popular reports, and an excellent example of report overlap. Functionally, the Reconcile Report is the same as the Salon Dashboard report as far as the core information presented is concerned. The primary difference between the two reports is how the information is displayed and the lack of any extra employee, customer, service, or discount details.

The Help Tab

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- Voice: 888-458-1001
- Support Fax: 907-374-0977
- E-mail: support@rogerspos.com
- Internet: http://www.supersalon.com

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